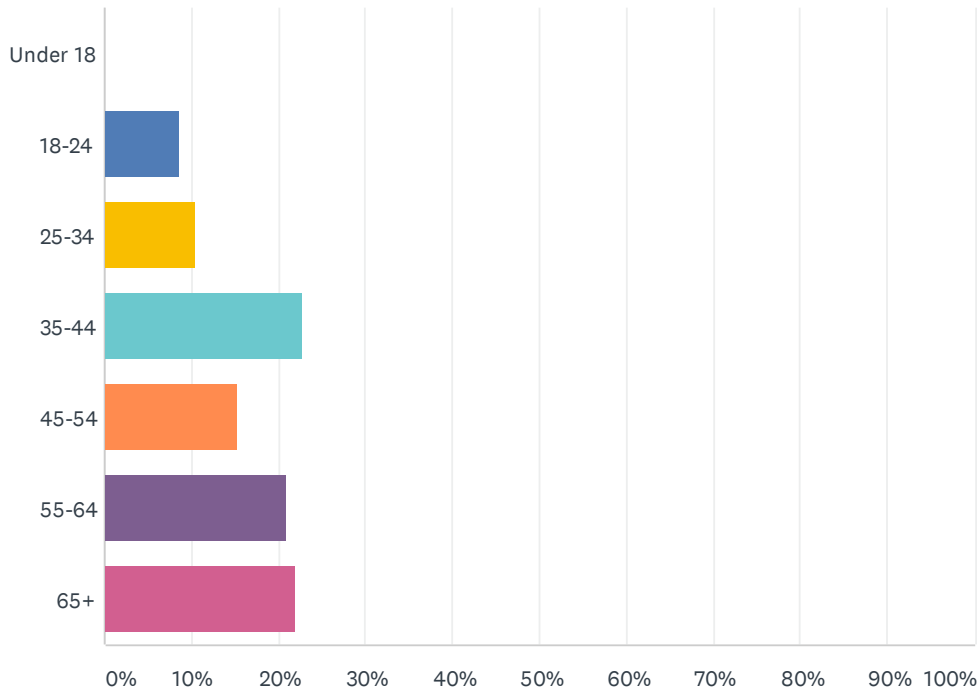


Q1 What is your age?

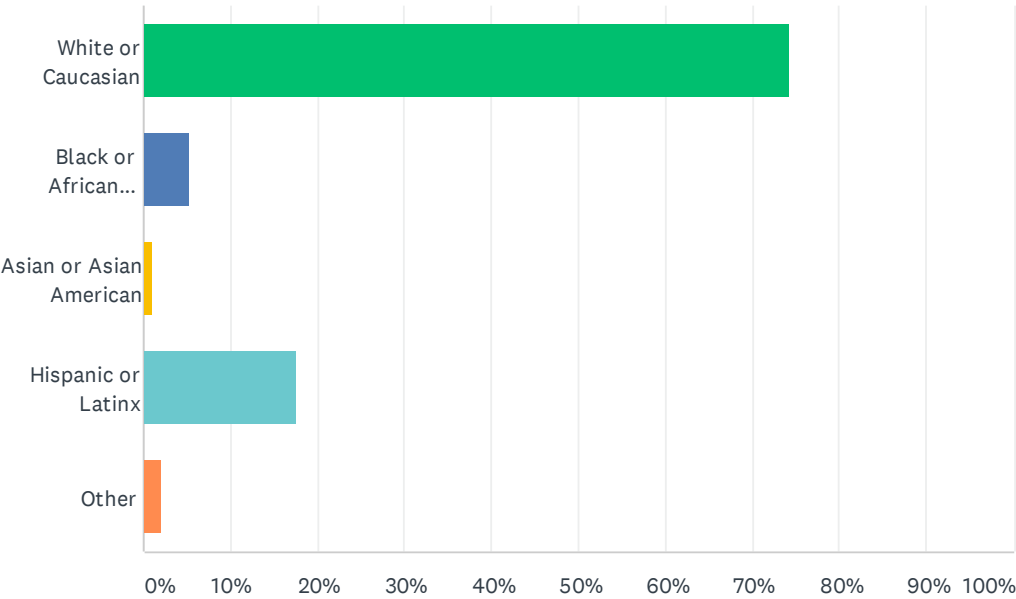
Answered: 105 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	8.57%	9
25-34	10.48%	11
35-44	22.86%	24
45-54	15.24%	16
55-64	20.95%	22
65+	21.90%	23
TOTAL		105

Q2 What is your race?

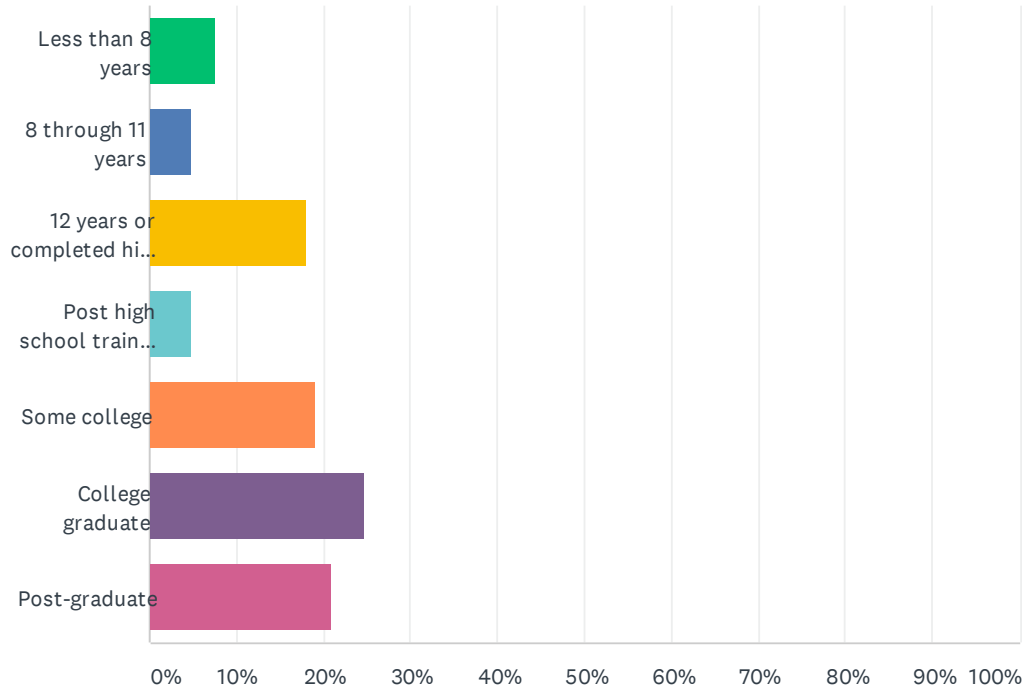
Answered: 97 Skipped: 8



ANSWER CHOICES	RESPONSES	
White or Caucasian	74.23%	72
Black or African American	5.15%	5
Asian or Asian American	1.03%	1
Hispanic or Latinx	17.53%	17
Other	2.06%	2
TOTAL		97

Q3 What is the highest grade or level of schooling you completed?

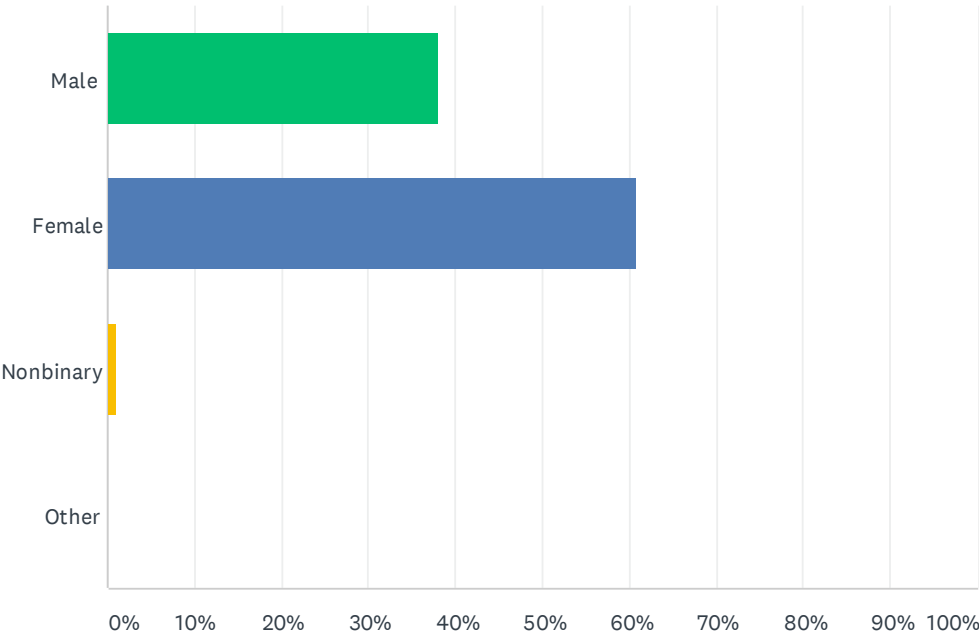
Answered: 105 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 8 years	7.62%	8
8 through 11 years	4.76%	5
12 years or completed high school	18.10%	19
Post high school training other than college	4.76%	5
Some college	19.05%	20
College graduate	24.76%	26
Post-graduate	20.95%	22
TOTAL		105

Q4 Are you currently...

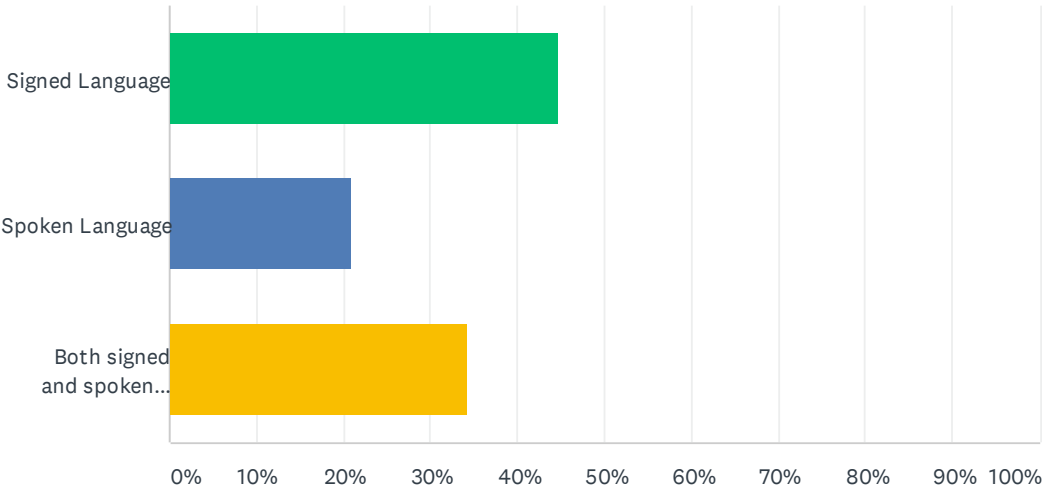
Answered: 105 Skipped: 0



ANSWER CHOICES		RESPONSES	
Male		38.10%	40
Female		60.95%	64
Nonbinary		0.95%	1
Other		0.00%	0
TOTAL			105

Q5 What is your preferred language?

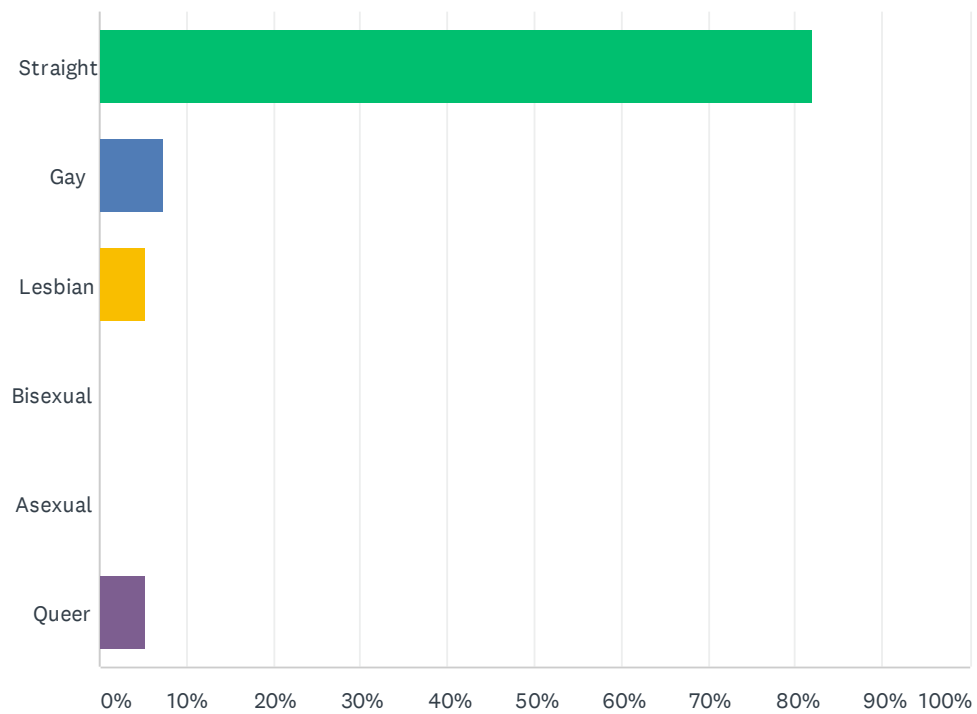
Answered: 105 Skipped: 0



ANSWER CHOICES	RESPONSES	
Signed Language	44.76%	47
Spoken Language	20.95%	22
Both signed and spoken language	34.29%	36
TOTAL		105

Q6 What is your sexual orientation?

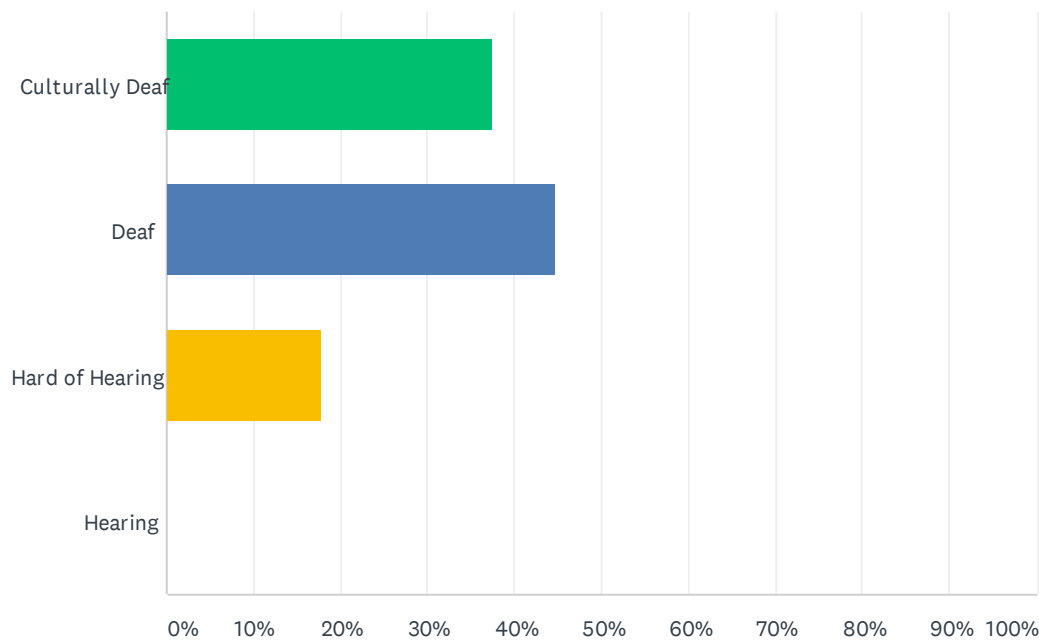
Answered: 95 Skipped: 10



ANSWER CHOICES	RESPONSES	
Straight	82.11%	78
Gay	7.37%	7
Lesbian	5.26%	5
Bisexual	0.00%	0
Asexual	0.00%	0
Queer	5.26%	5
TOTAL		95

Q7 What do you identify yourself as?

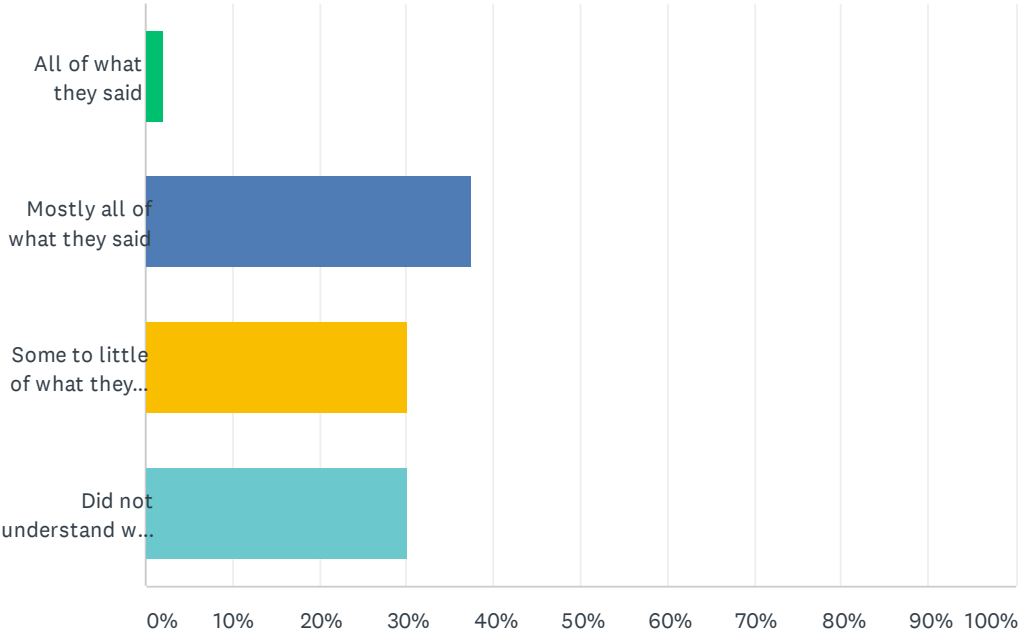
Answered: 96 Skipped: 9



ANSWER CHOICES		RESPONSES	
Culturally Deaf		37.50%	36
Deaf		44.79%	43
Hard of Hearing		17.71%	17
Hearing		0.00%	0
TOTAL			96

Q8 If a person speaks to you in a quiet room, how much can you understand what the person says?

Answered: 96 Skipped: 9



ANSWER CHOICES	RESPONSES	
All of what they said	2.08%	2
Mostly all of what they said	37.50%	36
Some to little of what they said	30.21%	29
Did not understand what they said	30.21%	29
TOTAL		96

Q9 How old were you when you became deaf?

Answered: 69 Skipped: 36

HSTP Healthcare Survey for Deaf and Hard of Hearing Individuals

#	RESPONSES	DATE
1	0	3/2/2021 9:45 AM
2	0	3/2/2021 9:43 AM
3	8	3/2/2021 9:36 AM
4	0	3/2/2021 9:33 AM
5	0	3/2/2021 9:30 AM
6	0	3/2/2021 9:27 AM
7	1	3/2/2021 8:53 AM
8	1	3/2/2021 7:46 AM
9	0	3/2/2021 7:43 AM
10	0	3/2/2021 7:40 AM
11	25	3/2/2021 7:35 AM
12	2	3/2/2021 7:29 AM
13	1	3/2/2021 7:26 AM
14	3	3/2/2021 7:23 AM
15	3	3/2/2021 7:20 AM
16	0	3/2/2021 7:17 AM
17	2	3/2/2021 7:14 AM
18	6	3/2/2021 7:11 AM
19	0	3/2/2021 7:08 AM
20	1	3/2/2021 7:04 AM
21	0	3/2/2021 6:58 AM
22	0	3/1/2021 7:25 PM
23	0	3/1/2021 7:22 PM
24	0	3/1/2021 7:19 PM
25	40	3/1/2021 7:16 PM
26	0	3/1/2021 7:13 PM
27	3	3/1/2021 7:10 PM
28	6	3/1/2021 7:07 PM
29	4	3/1/2021 6:59 PM
30	0	3/1/2021 6:55 PM
31	0	3/1/2021 6:18 PM
32	5	3/1/2021 6:14 PM
33	0	3/1/2021 6:08 PM
34	3	3/1/2021 5:53 PM
35	0	3/1/2021 5:50 PM
36	0	3/1/2021 5:44 PM
37	7	3/1/2021 5:40 PM

HSTP Healthcare Survey for Deaf and Hard of Hearing Individuals

38	3	3/1/2021 3:41 PM
39	0	3/1/2021 3:37 PM
40	0	3/1/2021 3:34 PM
41	0	3/1/2021 3:22 PM
42	5	3/1/2021 3:18 PM
43	0	3/1/2021 3:08 PM
44	3	3/1/2021 3:05 PM
45	6	3/1/2021 1:31 PM
46	6	3/1/2021 1:28 PM
47	0	3/1/2021 1:02 PM
48	9	3/1/2021 12:58 PM
49	0	3/1/2021 12:54 PM
50	0	3/1/2021 12:50 PM
51	0	3/1/2021 12:46 PM
52	0	3/1/2021 12:45 PM
53	0	3/1/2021 12:36 PM
54	64	3/1/2021 12:30 PM
55	0	3/1/2021 12:12 PM
56	4	3/1/2021 11:30 AM
57	0	3/1/2021 11:02 AM
58	0	3/1/2021 10:58 AM
59	1	3/1/2021 10:51 AM
60	1	3/1/2021 10:48 AM
61	2	3/1/2021 10:44 AM
62	2	3/1/2021 10:34 AM
63	10	3/1/2021 10:30 AM
64	64	3/1/2021 10:24 AM
65	3	3/1/2021 10:19 AM
66	20	3/1/2021 9:22 AM
67	52	3/1/2021 9:12 AM
68	1	3/1/2021 9:07 AM
69	0	3/1/2021 8:40 AM

Q10 How old were you were you when you started learning ASL?

Answered: 89 Skipped: 16

HSTP Healthcare Survey for Deaf and Hard of Hearing Individuals

#	RESPONSES	DATE
1	0	3/2/2021 9:45 AM
2	0	3/2/2021 9:43 AM
3	3	3/2/2021 9:38 AM
4	0	3/2/2021 9:36 AM
5	8	3/2/2021 9:33 AM
6	10	3/2/2021 9:30 AM
7	1	3/2/2021 9:27 AM
8	3	3/2/2021 9:24 AM
9	2	3/2/2021 9:21 AM
10	6	3/2/2021 8:53 AM
11	2	3/2/2021 7:46 AM
12	50	3/2/2021 7:43 AM
13	30	3/2/2021 7:40 AM
14	13	3/2/2021 7:29 AM
15	5	3/2/2021 7:26 AM
16	20	3/2/2021 7:23 AM
17	3	3/2/2021 7:20 AM
18	5	3/2/2021 7:17 AM
19	5	3/2/2021 7:14 AM
20	45	3/2/2021 7:11 AM
21	0	3/2/2021 7:08 AM
22	1	3/2/2021 7:04 AM
23	13	3/2/2021 6:58 AM
24	8	3/1/2021 7:31 PM
25	5	3/1/2021 7:25 PM
26	3	3/1/2021 7:22 PM
27	4	3/1/2021 7:19 PM
28	0	3/1/2021 7:16 PM
29	41	3/1/2021 7:13 PM
30	3	3/1/2021 7:10 PM
31	5	3/1/2021 7:07 PM
32	3	3/1/2021 7:04 PM
33	5	3/1/2021 7:01 PM
34	10	3/1/2021 6:59 PM
35	0	3/1/2021 6:55 PM
36	2	3/1/2021 6:52 PM
37	0	3/1/2021 6:18 PM

HSTP Healthcare Survey for Deaf and Hard of Hearing Individuals

38	8	3/1/2021 6:14 PM
39	10	3/1/2021 6:11 PM
40	10	3/1/2021 6:08 PM
41	5	3/1/2021 6:04 PM
42	7	3/1/2021 5:53 PM
43	17	3/1/2021 5:47 PM
44	12	3/1/2021 5:44 PM
45	6	3/1/2021 5:40 PM
46	6	3/1/2021 3:41 PM
47	5	3/1/2021 3:37 PM
48	13	3/1/2021 3:31 PM
49	11	3/1/2021 3:27 PM
50	0	3/1/2021 3:22 PM
51	16	3/1/2021 3:18 PM
52	2	3/1/2021 3:12 PM
53	5	3/1/2021 3:08 PM
54	3	3/1/2021 3:05 PM
55	1	3/1/2021 3:01 PM
56	10	3/1/2021 2:57 PM
57	4	3/1/2021 2:47 PM
58	0	3/1/2021 1:31 PM
59	19	3/1/2021 1:28 PM
60	18	3/1/2021 1:24 PM
61	11	3/1/2021 1:05 PM
62	18	3/1/2021 1:02 PM
63	2	3/1/2021 12:58 PM
64	13	3/1/2021 12:54 PM
65	35	3/1/2021 12:50 PM
66	2	3/1/2021 12:46 PM
67	17	3/1/2021 12:45 PM
68	18	3/1/2021 12:36 PM
69	20	3/1/2021 12:32 PM
70	38	3/1/2021 12:30 PM
71	15	3/1/2021 12:20 PM
72	20	3/1/2021 12:12 PM
73	5	3/1/2021 11:39 AM
74	4	3/1/2021 11:30 AM
75	0	3/1/2021 11:09 AM

HSTP Healthcare Survey for Deaf and Hard of Hearing Individuals

76	13	3/1/2021 11:02 AM
77	1	3/1/2021 10:58 AM
78	5	3/1/2021 10:48 AM
79	22	3/1/2021 10:44 AM
80	27	3/1/2021 10:34 AM
81	15	3/1/2021 10:30 AM
82	9	3/1/2021 10:24 AM
83	8	3/1/2021 10:19 AM
84	30	3/1/2021 9:22 AM
85	52	3/1/2021 9:12 AM
86	19	3/1/2021 9:07 AM
87	0	3/1/2021 9:02 AM
88	26	3/1/2021 8:54 AM
89	0	3/1/2021 8:40 AM

Q11 How old were you when you started learning English?

Answered: 93 Skipped: 12

HSTP Healthcare Survey for Deaf and Hard of Hearing Individuals

#	RESPONSES	DATE
1	3	3/2/2021 9:45 AM
2	1	3/2/2021 9:43 AM
3	5	3/2/2021 9:38 AM
4	7	3/2/2021 9:36 AM
5	10	3/2/2021 9:33 AM
6	10	3/2/2021 9:30 AM
7	1	3/2/2021 9:27 AM
8	6	3/2/2021 9:24 AM
9	2	3/2/2021 9:21 AM
10	8	3/2/2021 8:53 AM
11	1	3/2/2021 7:46 AM
12	50	3/2/2021 7:43 AM
13	30	3/2/2021 7:40 AM
14	13	3/2/2021 7:29 AM
15	19	3/2/2021 7:26 AM
16	55	3/2/2021 7:23 AM
17	44	3/2/2021 7:20 AM
18	30	3/2/2021 7:17 AM
19	8	3/2/2021 7:14 AM
20	45	3/2/2021 7:11 AM
21	2	3/2/2021 7:08 AM
22	1	3/2/2021 7:04 AM
23	2	3/2/2021 7:01 AM
24	28	3/2/2021 6:58 AM
25	11	3/1/2021 7:31 PM
26	3	3/1/2021 7:22 PM
27	3	3/1/2021 7:19 PM
28	1	3/1/2021 7:16 PM
29	41	3/1/2021 7:13 PM
30	3	3/1/2021 7:10 PM
31	17	3/1/2021 7:07 PM
32	3	3/1/2021 7:04 PM
33	10	3/1/2021 7:01 PM
34	13	3/1/2021 6:59 PM
35	1	3/1/2021 6:55 PM
36	4	3/1/2021 6:52 PM
37	2	3/1/2021 6:21 PM

HSTP Healthcare Survey for Deaf and Hard of Hearing Individuals

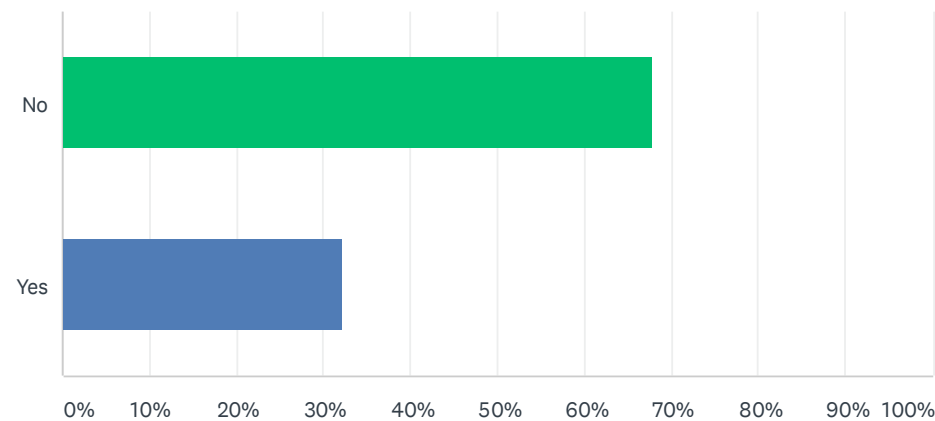
38	1	3/1/2021 6:18 PM
39	8	3/1/2021 6:14 PM
40	6	3/1/2021 6:11 PM
41	10	3/1/2021 6:08 PM
42	5	3/1/2021 6:04 PM
43	7	3/1/2021 5:53 PM
44	7	3/1/2021 5:50 PM
45	1	3/1/2021 5:47 PM
46	1	3/1/2021 5:44 PM
47	2	3/1/2021 5:40 PM
48	5	3/1/2021 3:41 PM
49	4	3/1/2021 3:37 PM
50	0	3/1/2021 3:34 PM
51	4	3/1/2021 3:31 PM
52	6	3/1/2021 3:27 PM
53	5	3/1/2021 3:22 PM
54	4	3/1/2021 3:18 PM
55	2	3/1/2021 3:12 PM
56	6	3/1/2021 3:08 PM
57	0	3/1/2021 3:05 PM
58	1	3/1/2021 3:01 PM
59	6	3/1/2021 2:57 PM
60	6	3/1/2021 2:47 PM
61	2	3/1/2021 1:31 PM
62	1	3/1/2021 1:28 PM
63	5	3/1/2021 1:24 PM
64	3	3/1/2021 1:05 PM
65	4	3/1/2021 12:58 PM
66	13	3/1/2021 12:54 PM
67	5	3/1/2021 12:50 PM
68	2	3/1/2021 12:46 PM
69	0	3/1/2021 12:45 PM
70	6	3/1/2021 12:36 PM
71	4	3/1/2021 12:32 PM
72	2	3/1/2021 12:30 PM
73	5	3/1/2021 12:20 PM
74	0	3/1/2021 12:12 PM
75	5	3/1/2021 11:39 AM

HSTP Healthcare Survey for Deaf and Hard of Hearing Individuals

76	0	3/1/2021 11:30 AM
77	5	3/1/2021 11:09 AM
78	0	3/1/2021 11:06 AM
79	1	3/1/2021 11:02 AM
80	1	3/1/2021 10:58 AM
81	2	3/1/2021 10:51 AM
82	5	3/1/2021 10:48 AM
83	12	3/1/2021 10:44 AM
84	0	3/1/2021 10:34 AM
85	7	3/1/2021 10:30 AM
86	6	3/1/2021 10:24 AM
87	7	3/1/2021 10:19 AM
88	2	3/1/2021 9:22 AM
89	0	3/1/2021 9:12 AM
90	1	3/1/2021 9:07 AM
91	0	3/1/2021 9:02 AM
92	1	3/1/2021 8:54 AM
93	1	3/1/2021 8:40 AM

Q12 Are any of your immediate family members deaf or hard of hearing?

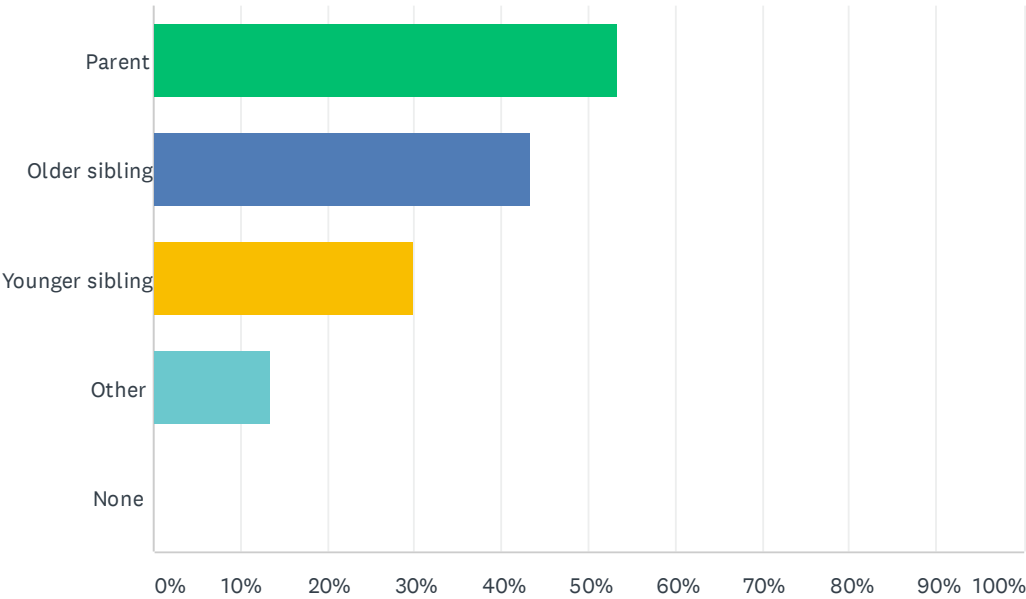
Answered: 96 Skipped: 9



ANSWER CHOICES	RESPONSES	
No	67.71%	65
Yes	32.29%	31
TOTAL		96

Q13 Which immediate family members are deaf or hard of hearing?

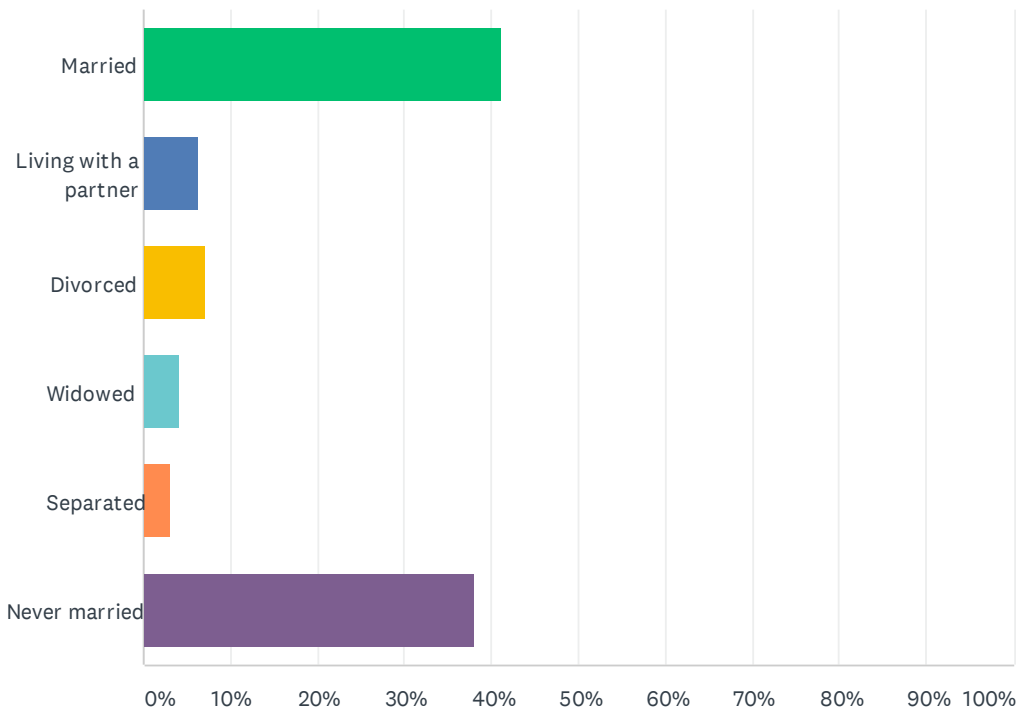
Answered: 30 Skipped: 75



ANSWER CHOICES	RESPONSES	
Parent	53.33%	16
Older sibling	43.33%	13
Younger sibling	30.00%	9
Other	13.33%	4
None	0.00%	0
Total Respondents: 30		

Q14 What is your marital status?

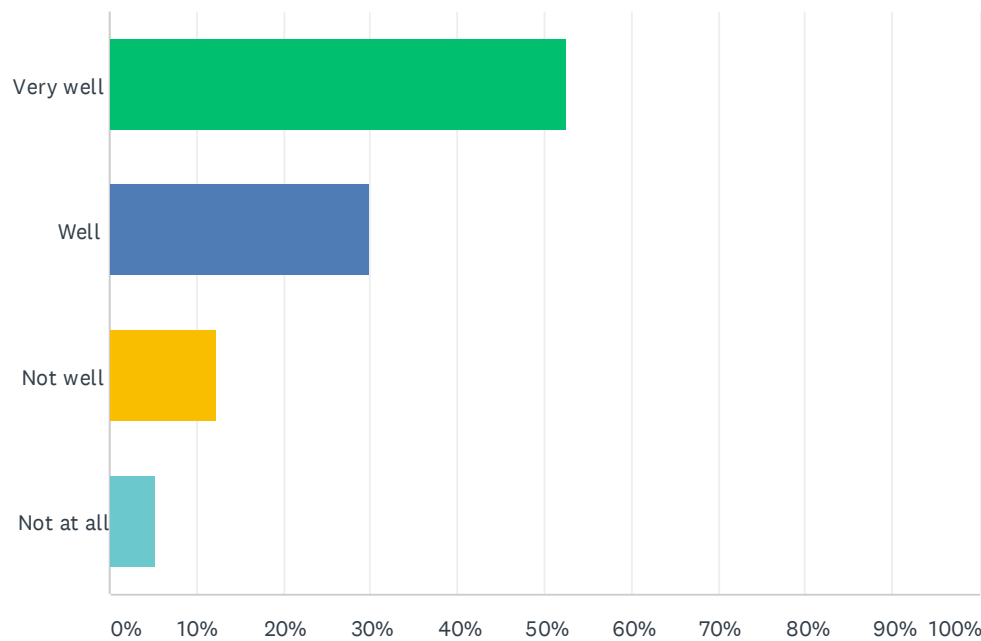
Answered: 97 Skipped: 8



ANSWER CHOICES	RESPONSES	
Married	41.24%	40
Living with a partner	6.19%	6
Divorced	7.22%	7
Widowed	4.12%	4
Separated	3.09%	3
Never married	38.14%	37
TOTAL		97

Q15 How well do you use English?

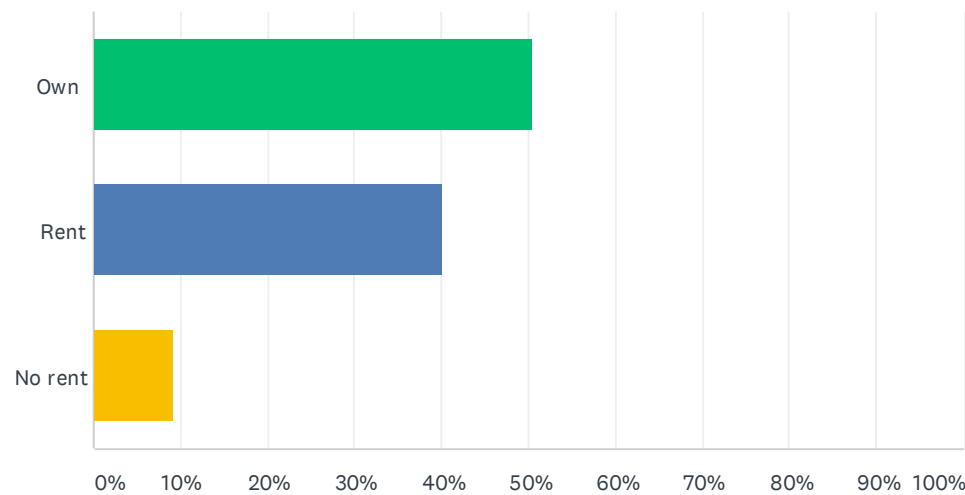
Answered: 97 Skipped: 8



ANSWER CHOICES		RESPONSES	
Very well		52.58%	51
Well		29.90%	29
Not well		12.37%	12
Not at all		5.15%	5
TOTAL			97

Q16 Do you currently rent or own your home?

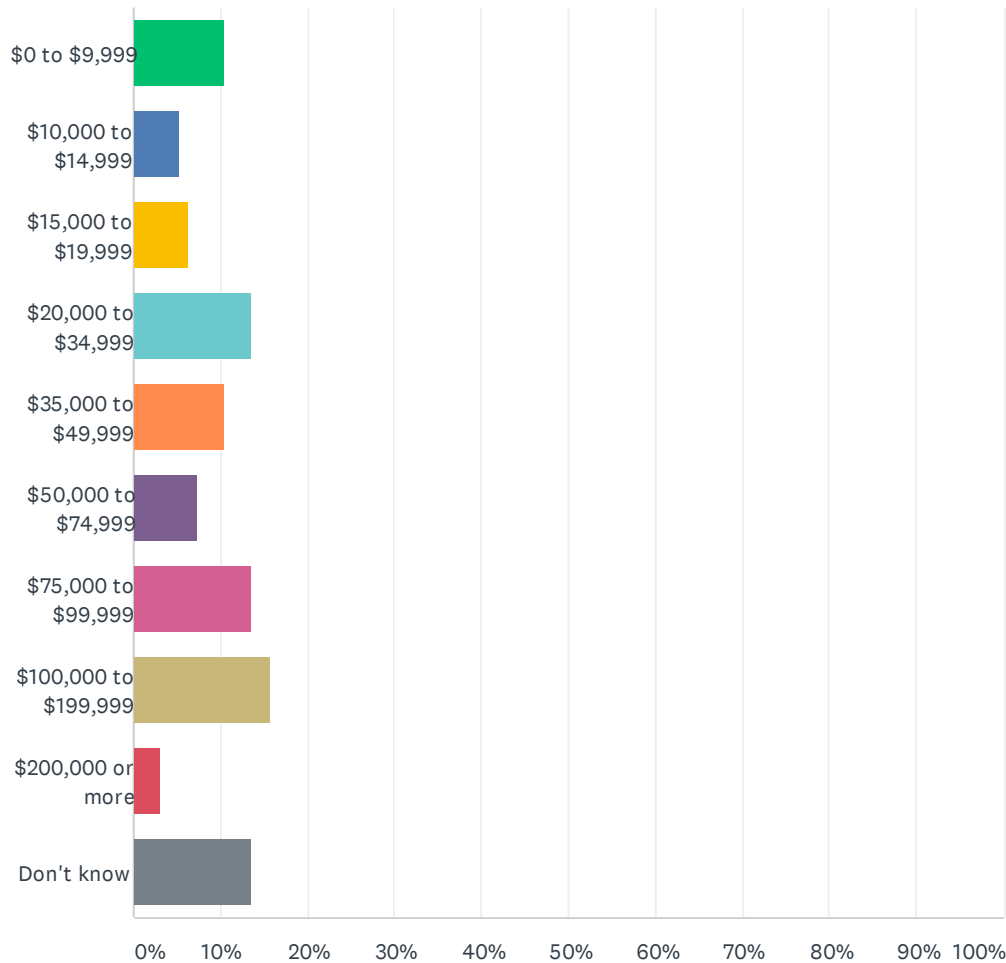
Answered: 97 Skipped: 8



ANSWER CHOICES	RESPONSES	
Own	50.52%	49
Rent	40.21%	39
No rent	9.28%	9
TOTAL		97

Q17 Thinking about members of your family living in this household, what is your combined annual income, meaning the total pre-tax income from all sources earned in the past year?

Answered: 95 Skipped: 10

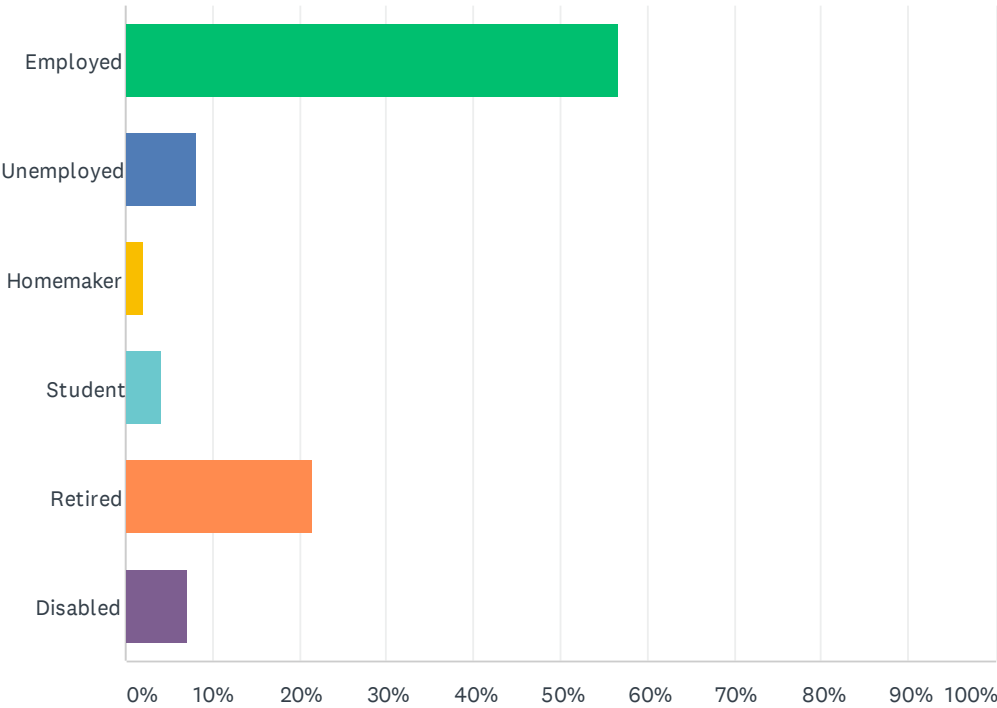


HSTP Healthcare Survey for Deaf and Hard of Hearing Individuals

ANSWER CHOICES	RESPONSES	
\$0 to \$9,999	10.53%	10
\$10,000 to \$14,999	5.26%	5
\$15,000 to \$19,999	6.32%	6
\$20,000 to \$34,999	13.68%	13
\$35,000 to \$49,999	10.53%	10
\$50,000 to \$74,999	7.37%	7
\$75,000 to \$99,999	13.68%	13
\$100,000 to \$199,999	15.79%	15
\$200,000 or more	3.16%	3
Don't know	13.68%	13
TOTAL		95

Q18 What is your current occupational status?

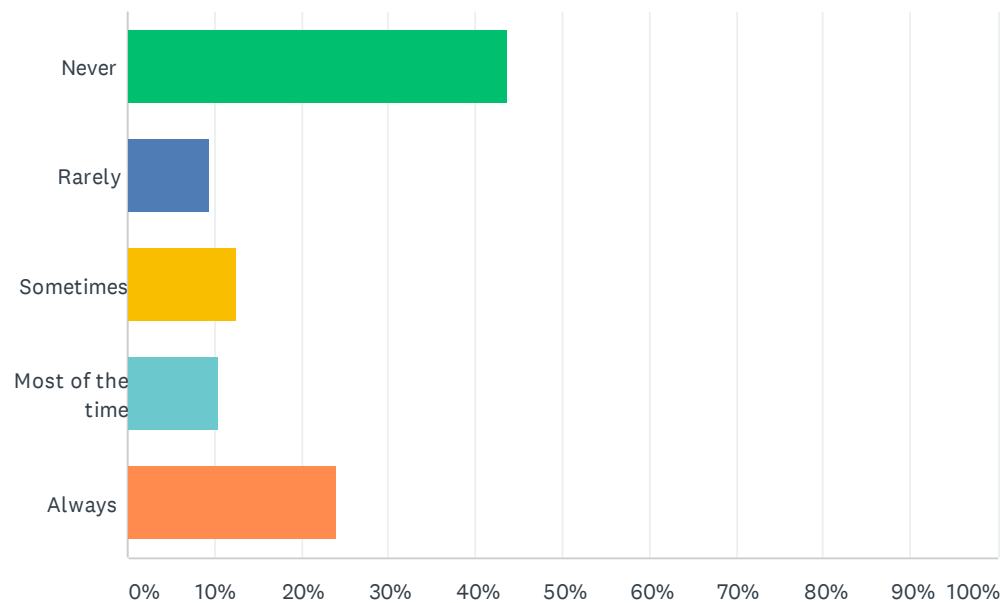
Answered: 97 Skipped: 8



ANSWER CHOICES	RESPONSES	
Employed	56.70%	55
Unemployed	8.25%	8
Homemaker	2.06%	2
Student	4.12%	4
Retired	21.65%	21
Disabled	7.22%	7
TOTAL		97

Q19 How often do you wear your hearing aid or cochlear implant?

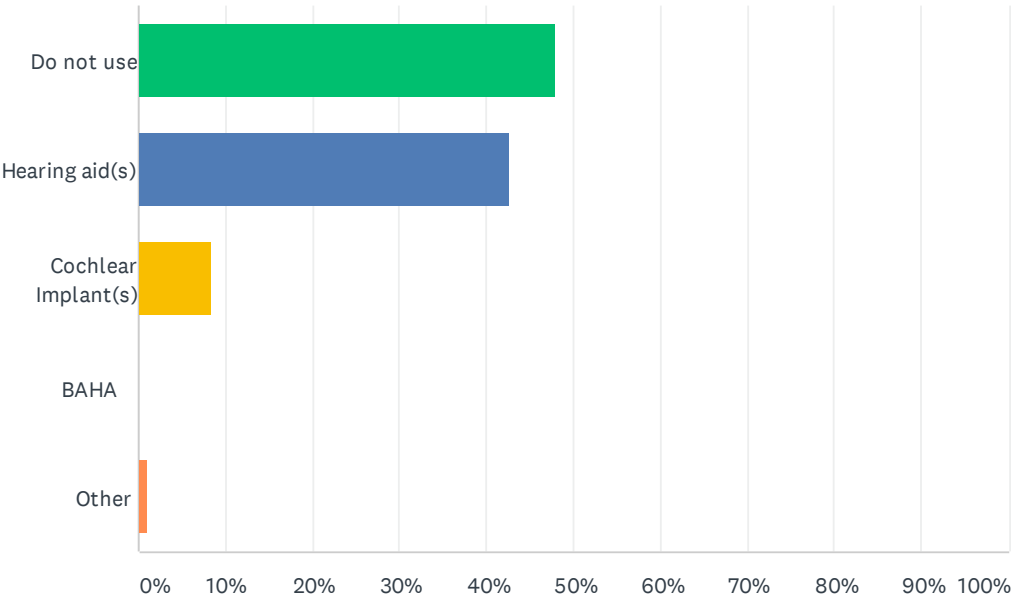
Answered: 96 Skipped: 9



ANSWER CHOICES	RESPONSES	
Never	43.75%	42
Rarely	9.38%	9
Sometimes	12.50%	12
Most of the time	10.42%	10
Always	23.96%	23
TOTAL		96

Q20 If you use an assistive technology to communicate with speakers, choose one that you use the most:

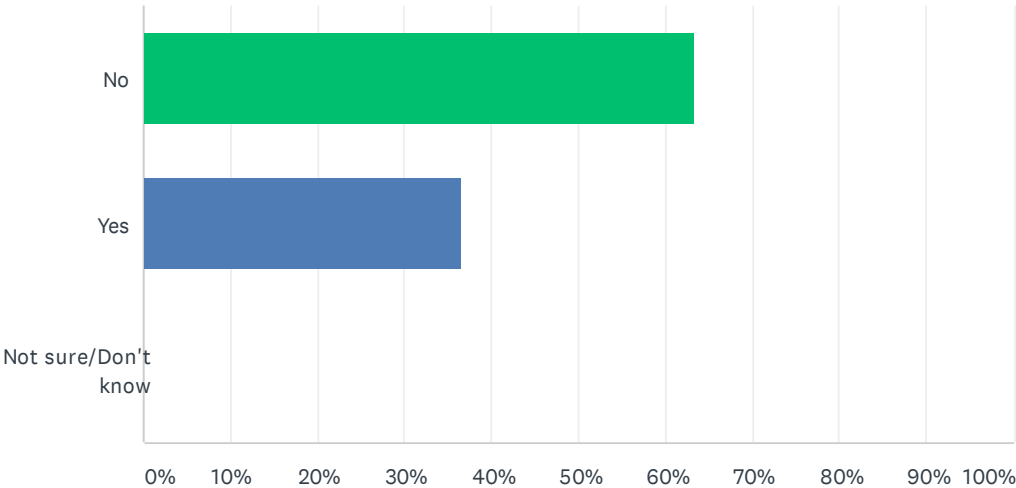
Answered: 96 Skipped: 9



ANSWER CHOICES	RESPONSES	
Do not use	47.92%	46
Hearing aid(s)	42.71%	41
Cochlear Implant(s)	8.33%	8
BAHA	0.00%	0
Other	1.04%	1
TOTAL		96

Q21 Has a doctor or other health professional ever told you that you had arthritis or rheumatism?

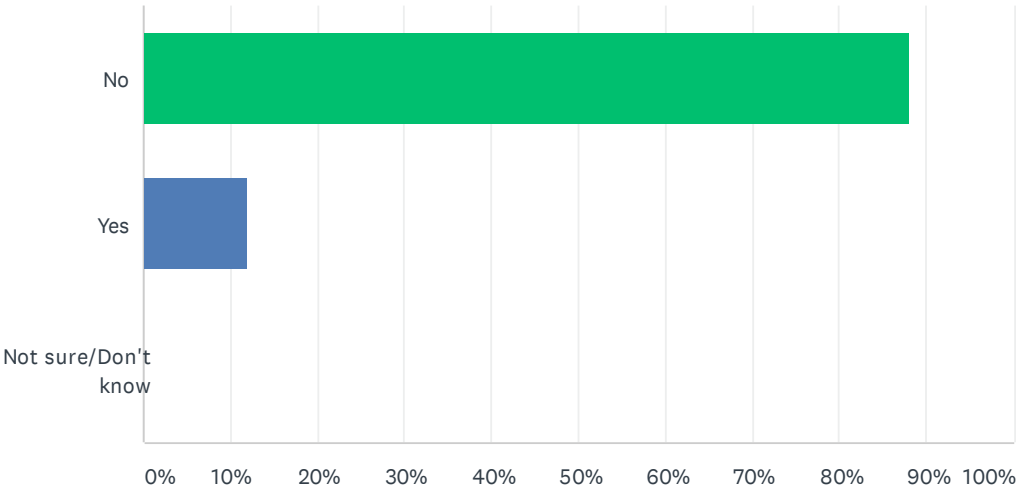
Answered: 93 Skipped: 12



ANSWER CHOICES		RESPONSES	
No		63.44%	59
Yes		36.56%	34
Not sure/Don't know		0.00%	0
TOTAL			93

Q22 Has a doctor or other health professional ever told you that you had cirrhosis/liver problems and/or kidney problems?

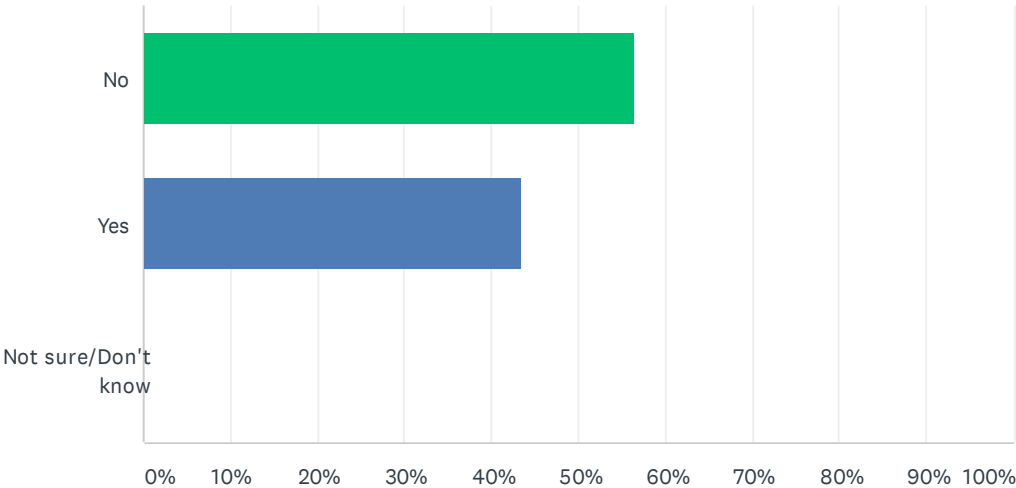
Answered: 92 Skipped: 13



ANSWER CHOICES		RESPONSES	
No		88.04%	81
Yes		11.96%	11
Not sure/Don't know		0.00%	0
TOTAL			92

Q23 Has a doctor or other health professional ever told you that you had depression or anxiety disorder?

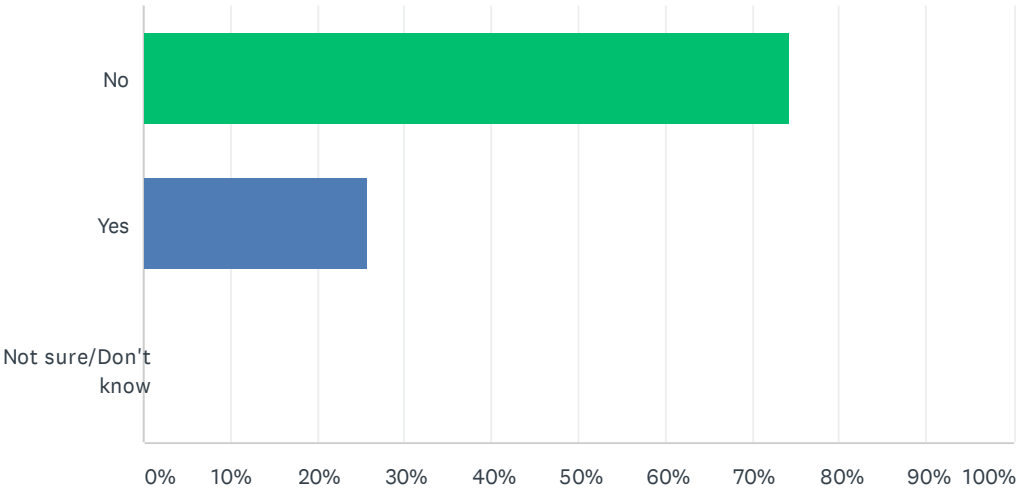
Answered: 94 Skipped: 11



ANSWER CHOICES		RESPONSES	
No		56.38%	53
Yes		43.62%	41
Not sure/Don't know		0.00%	0
TOTAL			94

Q24 Has a doctor or other health professional ever told you that you had diabetes or high blood sugar?

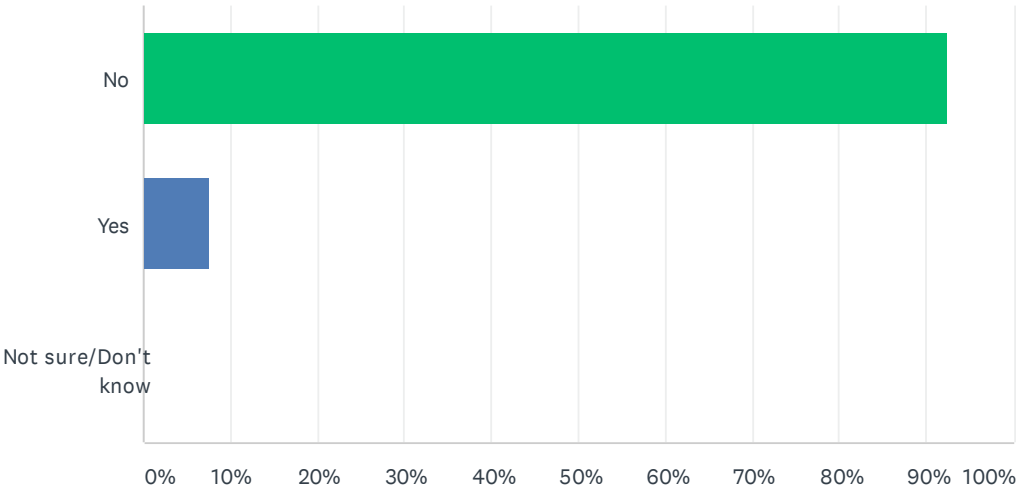
Answered: 97 Skipped: 8



ANSWER CHOICES		RESPONSES	
No		74.23%	72
Yes		25.77%	25
Not sure/Don't know		0.00%	0
TOTAL			97

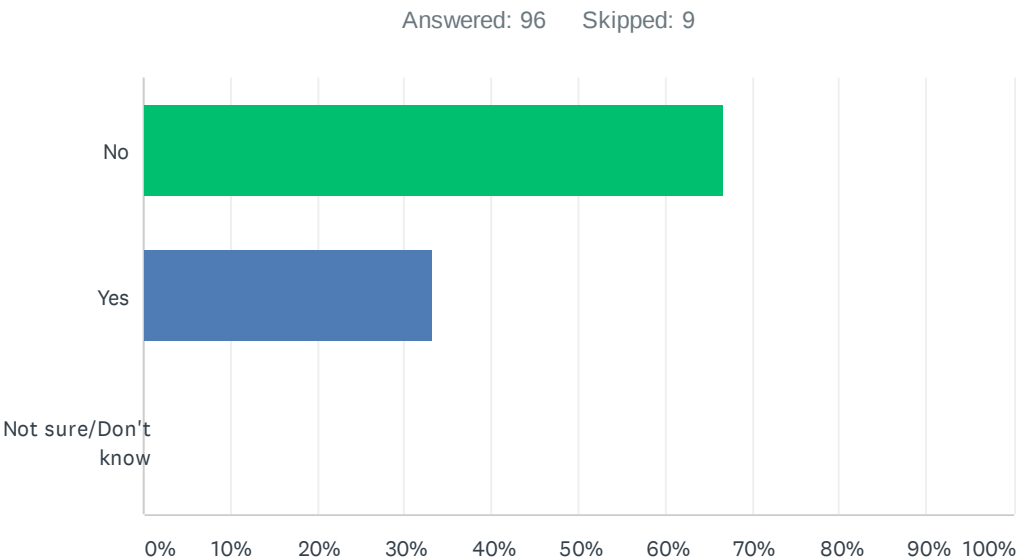
Q25 Has a doctor or other health professional ever told you that you had a heart condition such as heart attack, angina or congestive heart failure?

Answered: 94 Skipped: 11



ANSWER CHOICES		RESPONSES	
No		92.55%	87
Yes		7.45%	7
Not sure/Don't know		0.00%	0
TOTAL			94

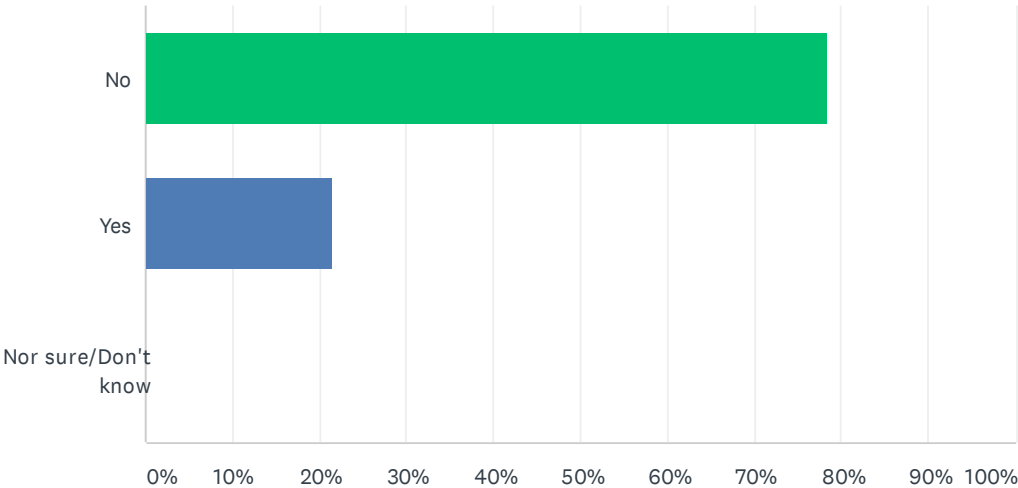
Q26 Has a doctor or other health professional ever told you that you had high blood pressure or hypertension?



ANSWER CHOICES		RESPONSES	
No		66.67%	64
Yes		33.33%	32
Not sure/Don't know		0.00%	0
TOTAL			96

Q27 Has a doctor or other health professional ever told you that you had chronic lung disease, asthma, emphysema, or chronic bronchitis?

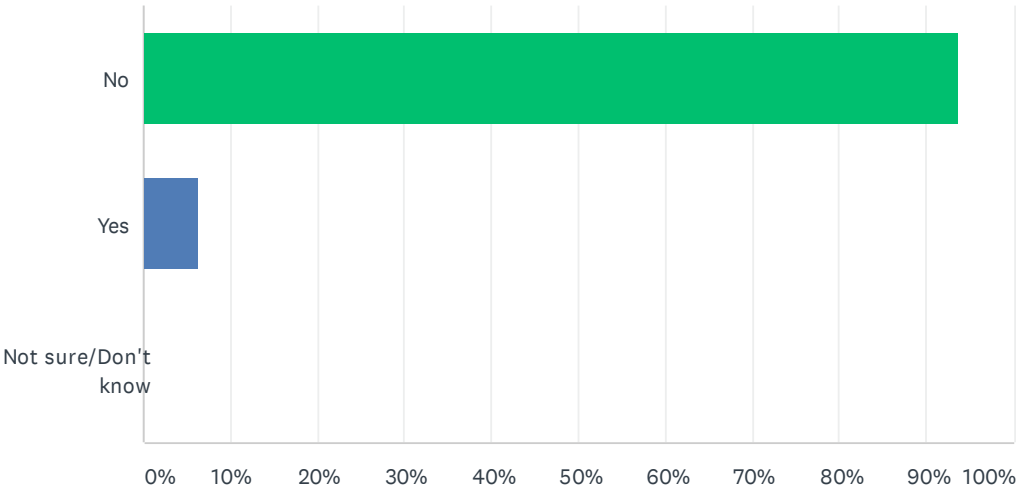
Answered: 97 Skipped: 8



ANSWER CHOICES		RESPONSES	
No		78.35%	76
Yes		21.65%	21
Nor sure/Don't know		0.00%	0
TOTAL			97

Q28 Has a doctor or other health professional ever told you that you had stroke?

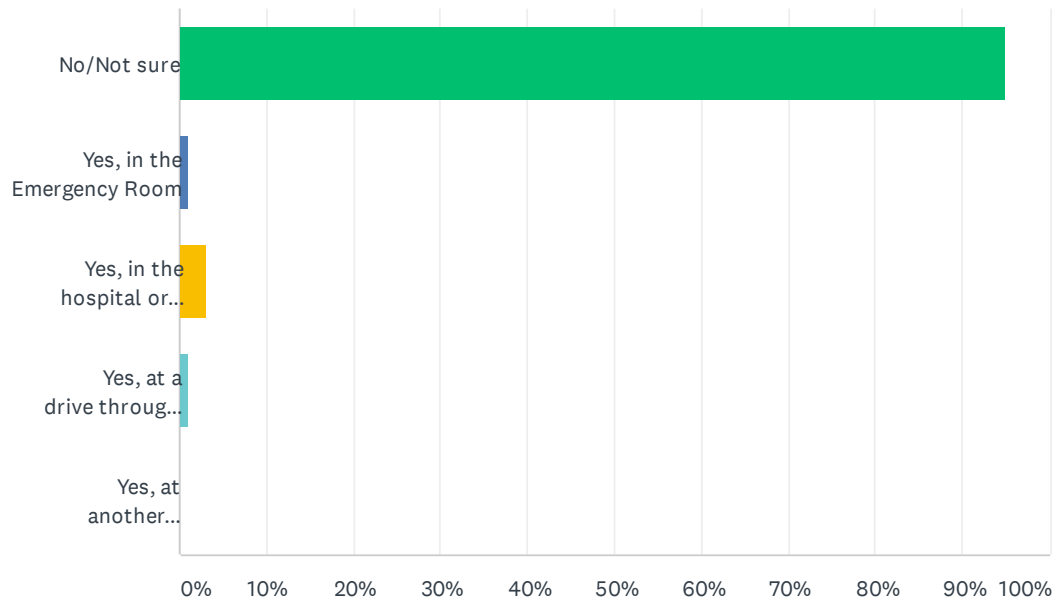
Answered: 96 Skipped: 9



ANSWER CHOICES		RESPONSES	
No		93.75%	90
Yes		6.25%	6
Not sure/Don't know		0.00%	0
TOTAL			96

Q29 Did a healthcare provider tell you that you had or were diagnosed with COVID19?

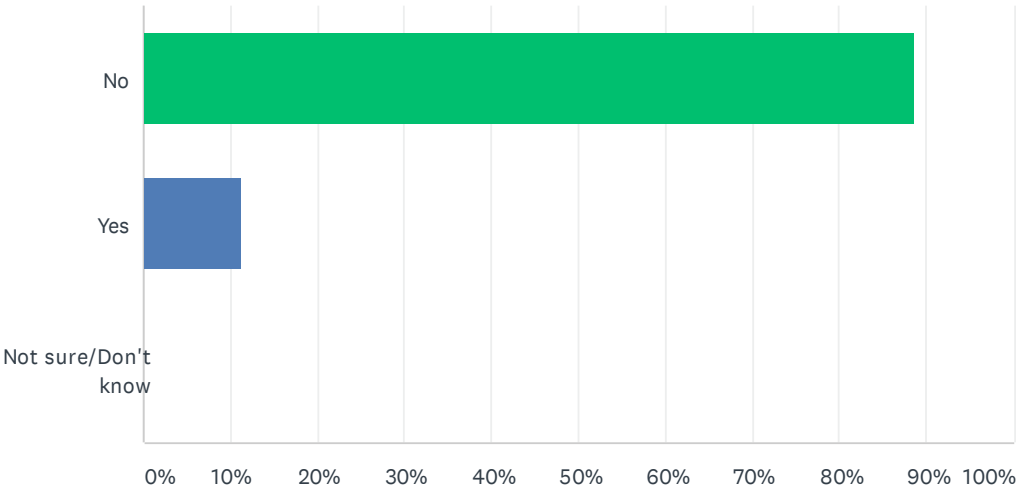
Answered: 98 Skipped: 7



ANSWER CHOICES	RESPONSES	
No/Not sure	94.90%	93
Yes, in the Emergency Room	1.02%	1
Yes, in the hospital or doctor's office	3.06%	3
Yes, at a drive through or mobile testing site	1.02%	1
Yes, at another location	0.00%	0
TOTAL		98

Q30 Have you ever been diagnosed as having cancer?

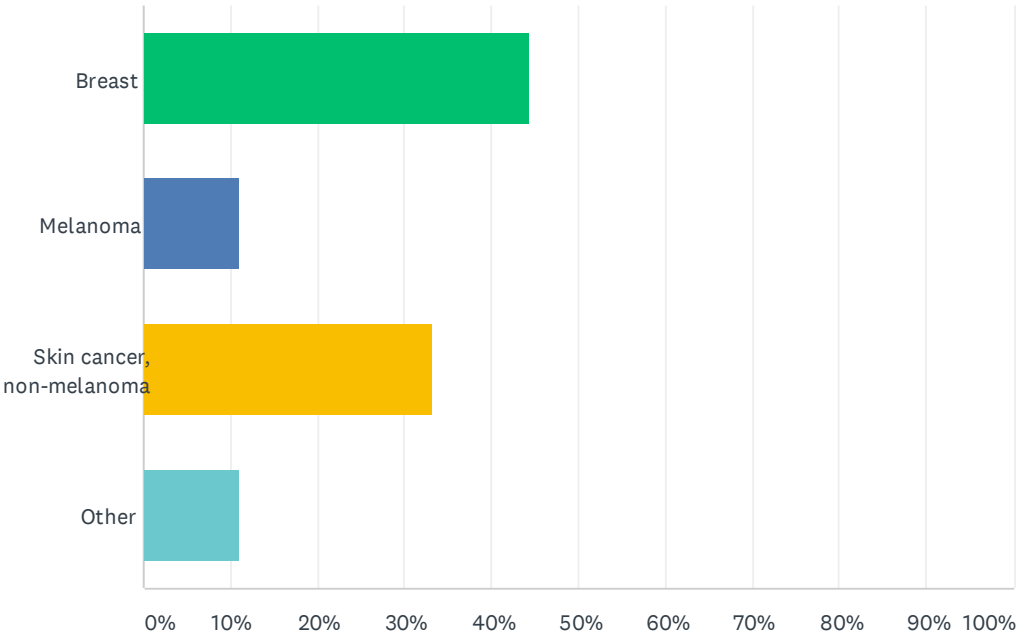
Answered: 97 Skipped: 8



ANSWER CHOICES		RESPONSES	
No		88.66%	86
Yes		11.34%	11
Not sure/Don't know		0.00%	0
TOTAL			97

Q31 What type of cancer did you have?

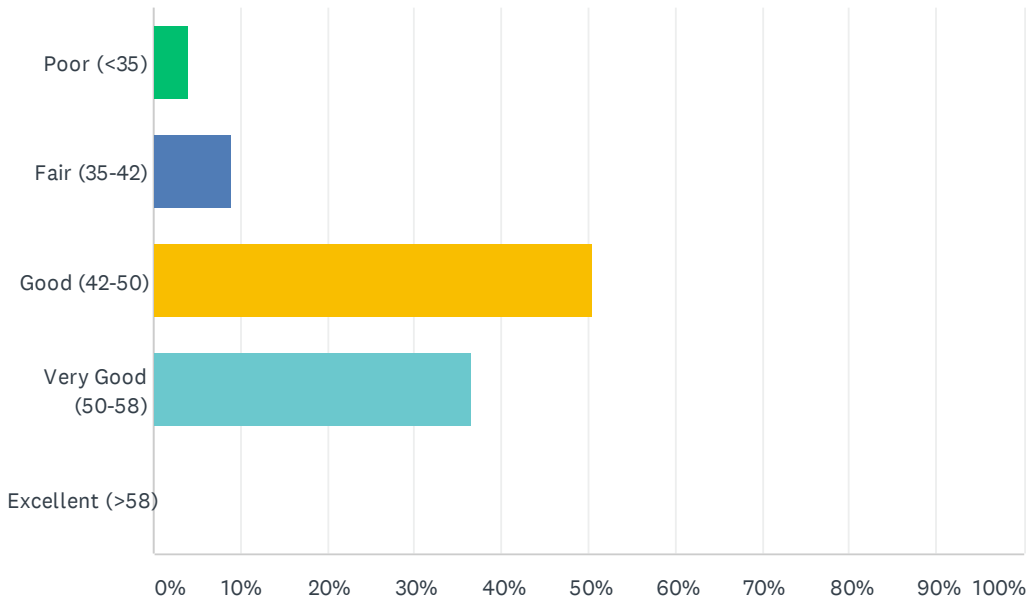
Answered: 9 Skipped: 96



ANSWER CHOICES		RESPONSES	
Breast		44.44%	4
Melanoma		11.11%	1
Skin cancer, non-melanoma		33.33%	3
Other		11.11%	1
TOTAL			9

Q32 PROMISGlobal Physical Health T-Score

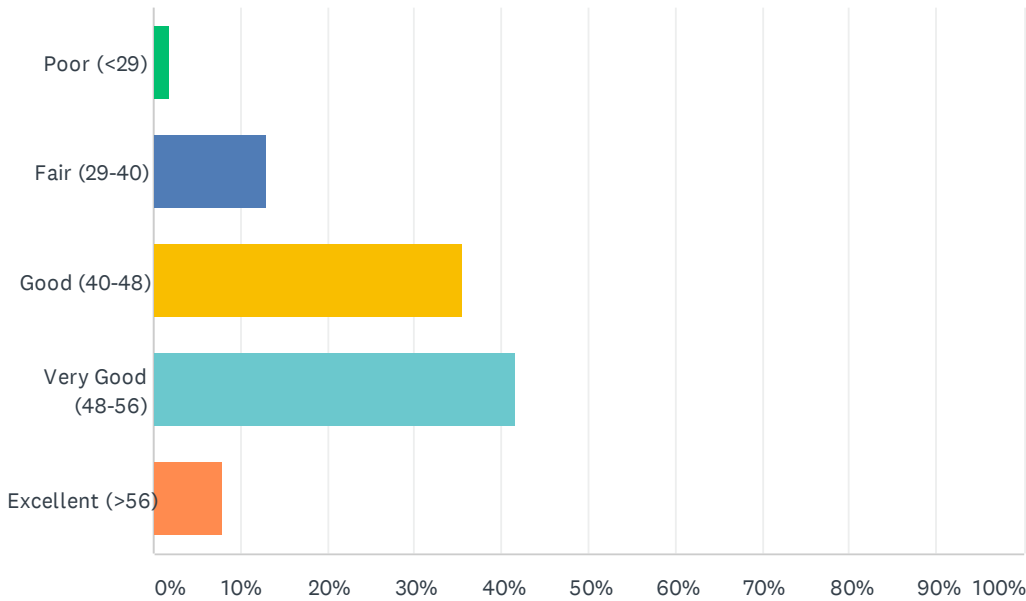
Answered: 101 Skipped: 4



ANSWER CHOICES	RESPONSES	
Poor (<35)	3.96%	4
Fair (35-42)	8.91%	9
Good (42-50)	50.50%	51
Very Good (50-58)	36.63%	37
Excellent (>58)	0.00%	0
TOTAL		101

Q33 PROMISGlobal Mental Health T-Score

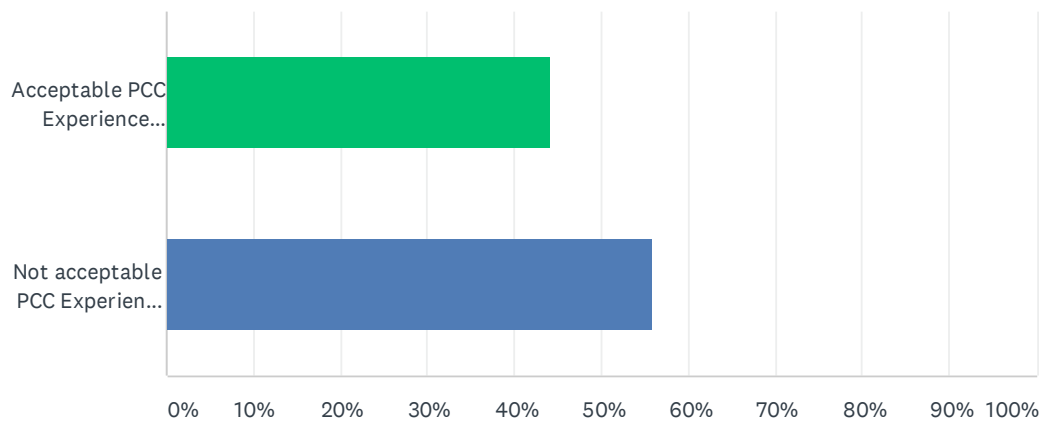
Answered: 101 Skipped: 4



ANSWER CHOICES	RESPONSES	
Poor (<29)	1.98%	2
Fair (29-40)	12.87%	13
Good (40-48)	35.64%	36
Very Good (48-56)	41.58%	42
Excellent (>56)	7.92%	8
TOTAL		101

Q34 Patient-Provider Communication (PCC1) Scores

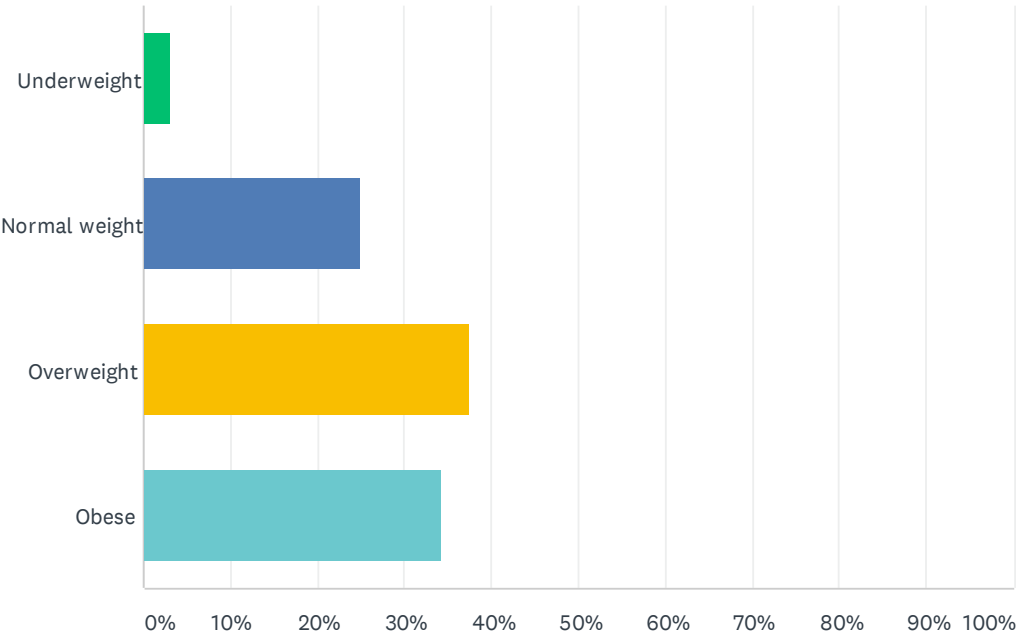
Answered: 102 Skipped: 3



ANSWER CHOICES	RESPONSES	
Acceptable PCC Experience (73.33 or greater)	44.12%	45
Not acceptable PCC Experience (73.33 or less)	55.88%	57
TOTAL		102

Q35 BMI into 4 categories:

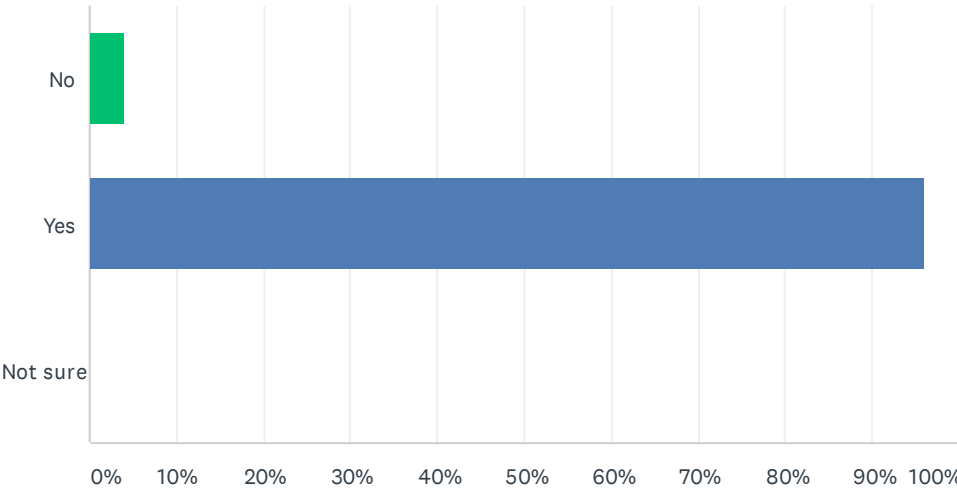
Answered: 96 Skipped: 9



ANSWER CHOICES	RESPONSES	
Underweight	3.13%	3
Normal weight	25.00%	24
Overweight	37.50%	36
Obese	34.38%	33
TOTAL		96

Q36 Do you have any kind of health care coverage, including insurance, prepaid plans such as HMOs or government plans such as Medicare?

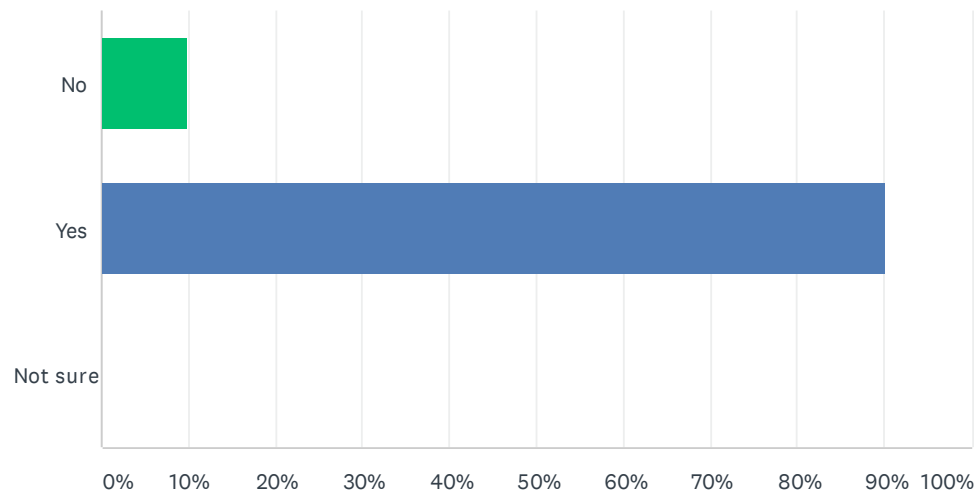
Answered: 103 Skipped: 2



ANSWER CHOICES		RESPONSES	
No		3.88%	4
Yes		96.12%	99
Not sure		0.00%	0
TOTAL			103

Q37 Not including psychiatrists and other mental health professionals, is there a particular doctor, nurse, or other health professional that you see most often?

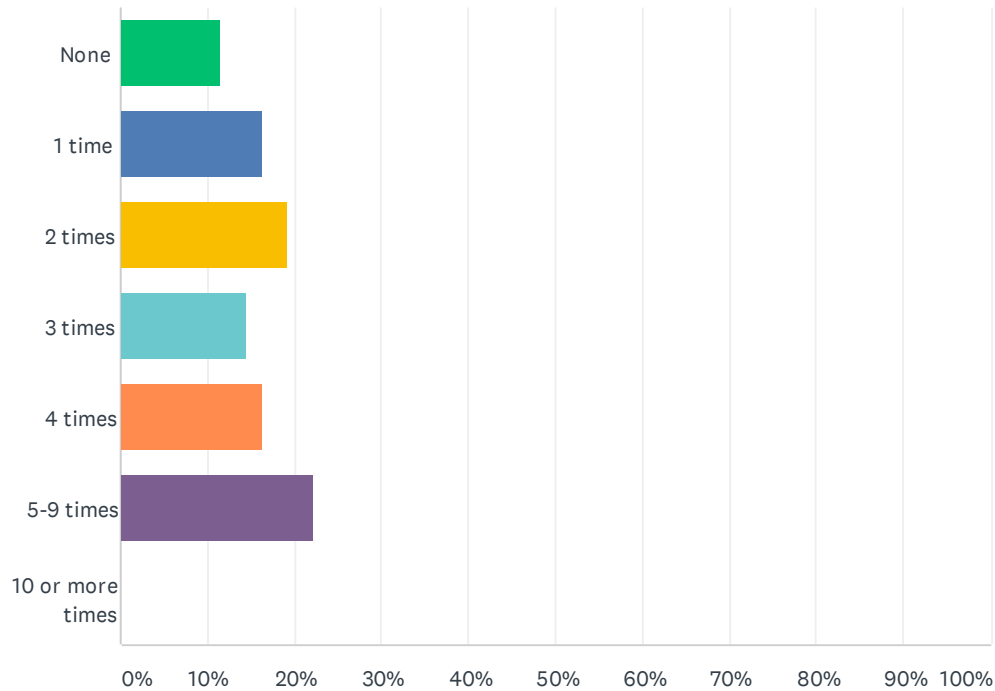
Answered: 102 Skipped: 3



ANSWER CHOICES		RESPONSES	
No		9.80%	10
Yes		90.20%	92
Not sure		0.00%	0
TOTAL			102

Q38 In the past 12 months, not counting times you went to an emergency room, how many times did you go to a doctor, nurse, or other health professional to get care for yourself?

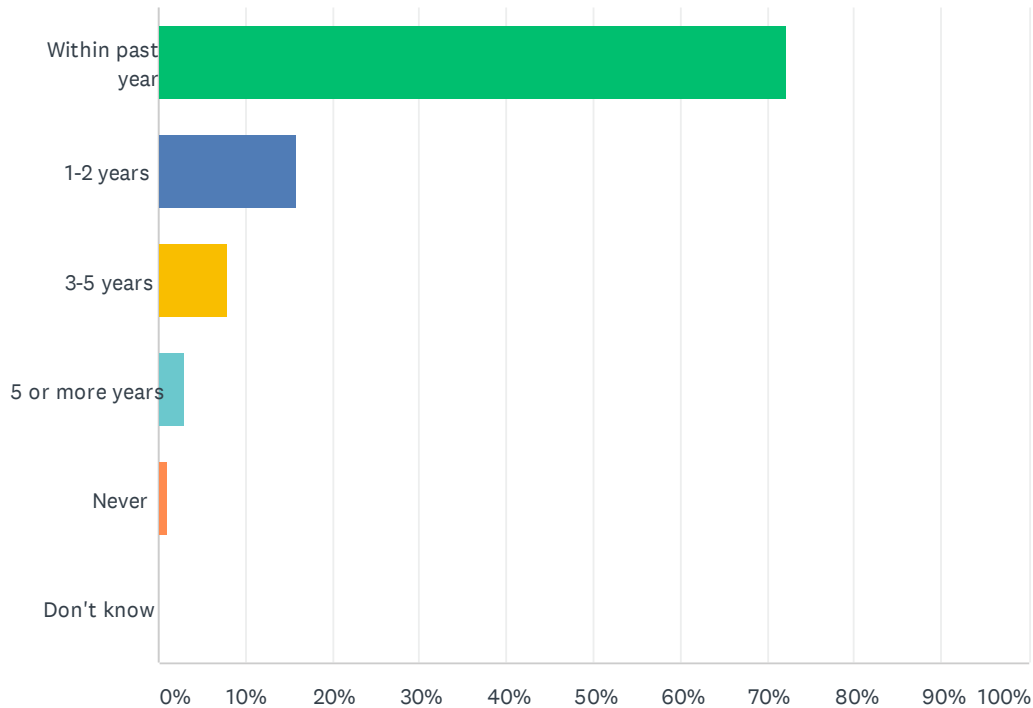
Answered: 104 Skipped: 1



ANSWER CHOICES	RESPONSES	
None	11.54%	12
1 time	16.35%	17
2 times	19.23%	20
3 times	14.42%	15
4 times	16.35%	17
5-9 times	22.12%	23
10 or more times	0.00%	0
TOTAL		104

Q39 About how long has it been since you last visited a doctor for a routine checkup? A routine checkup is a general physical exam, not an exam for a specific injury, illness, or condition.

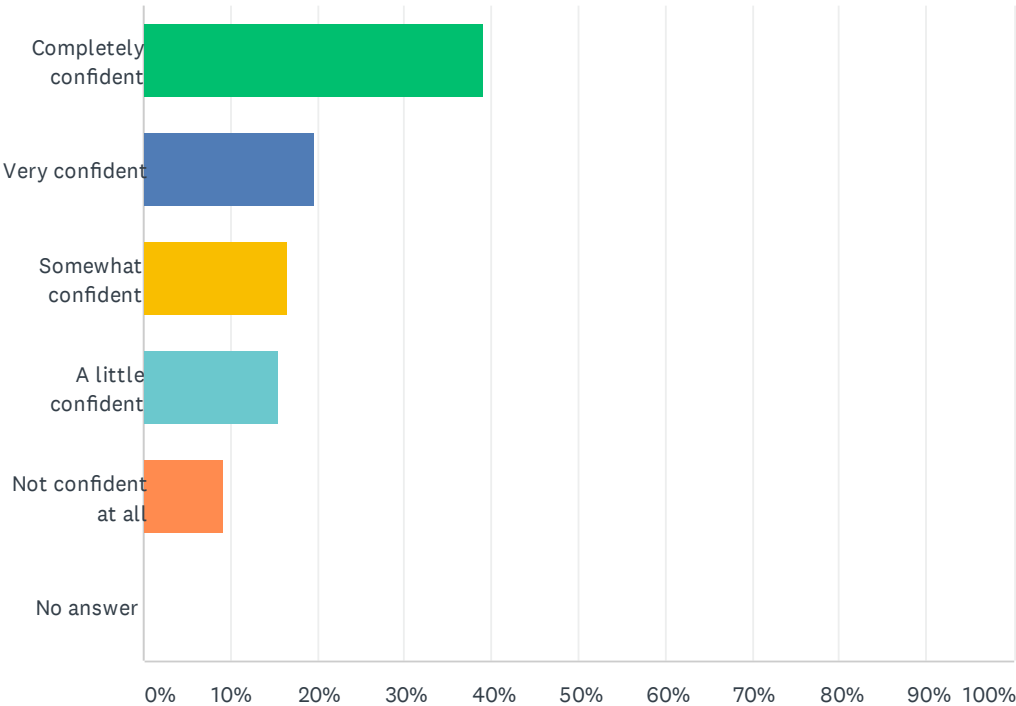
Answered: 101 Skipped: 4



ANSWER CHOICES	RESPONSES	
Within past year	72.28%	73
1-2 years	15.84%	16
3-5 years	7.92%	8
5 or more years	2.97%	3
Never	0.99%	1
Don't know	0.00%	0
TOTAL		101

Q40 How confident are you filling out medical forms by yourself?

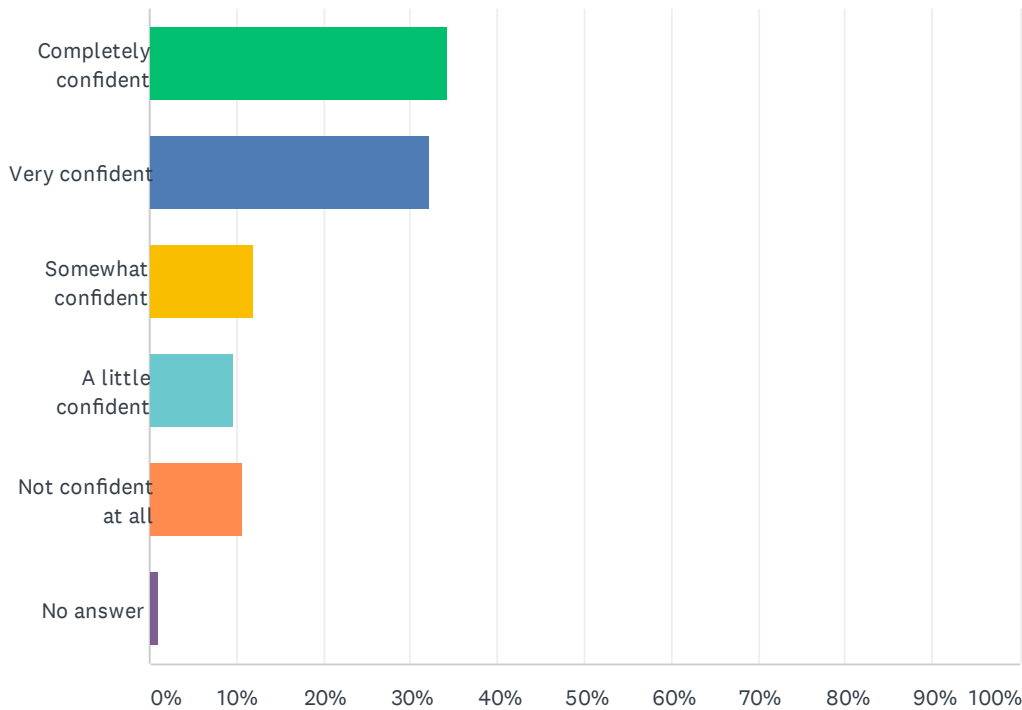
Answered: 97 Skipped: 8



ANSWER CHOICES	RESPONSES	
Completely confident	39.18%	38
Very confident	19.59%	19
Somewhat confident	16.49%	16
A little confident	15.46%	15
Not confident at all	9.28%	9
No answer	0.00%	0
TOTAL		97

Q41 How confident are you answering medical questions that are signed in ASL?

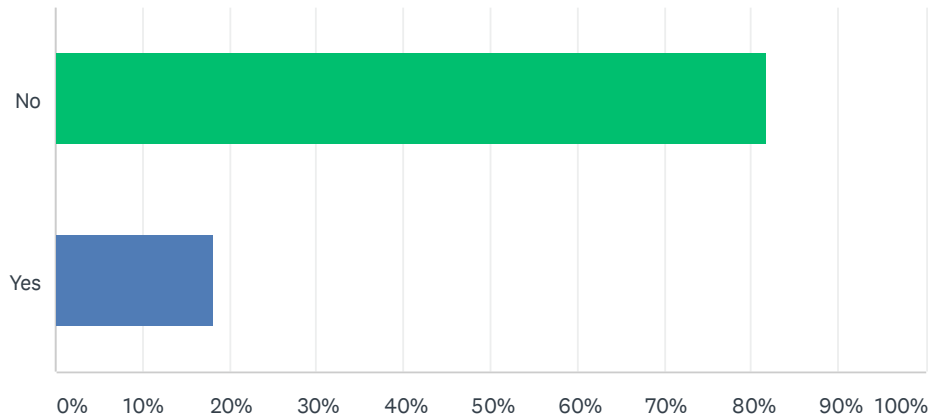
Answered: 93 Skipped: 12



ANSWER CHOICES	RESPONSES	
Completely confident	34.41%	32
Very confident	32.26%	30
Somewhat confident	11.83%	11
A little confident	9.68%	9
Not confident at all	10.75%	10
No answer	1.08%	1
TOTAL		93

Q42 In the past 12 months, were you admitted to the hospital?

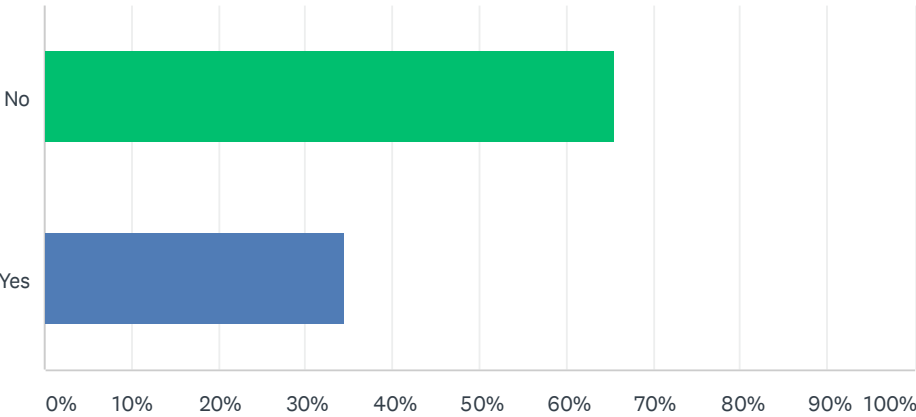
Answered: 104 Skipped: 1



ANSWER CHOICES	RESPONSES	
No	81.73%	85
Yes	18.27%	19
TOTAL		104

Q43 In the past 12 months, did you go to any emergency room or urgent care?

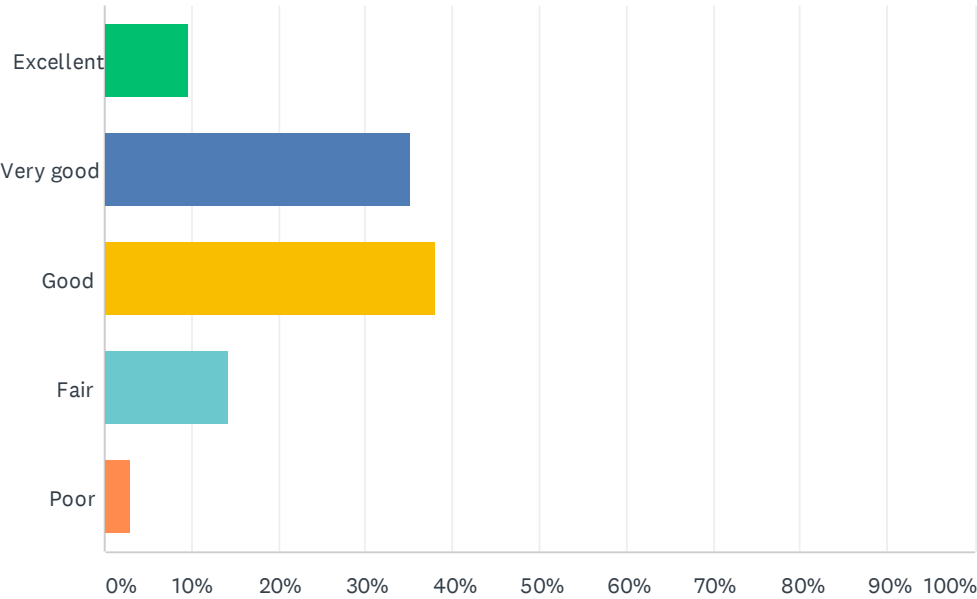
Answered: 104 Skipped: 1



ANSWER CHOICES	RESPONSES	
No	65.38%	68
Yes	34.62%	36
TOTAL		104

Q44 Overall, how would you rate the quality of health care you received in the past 12 months?

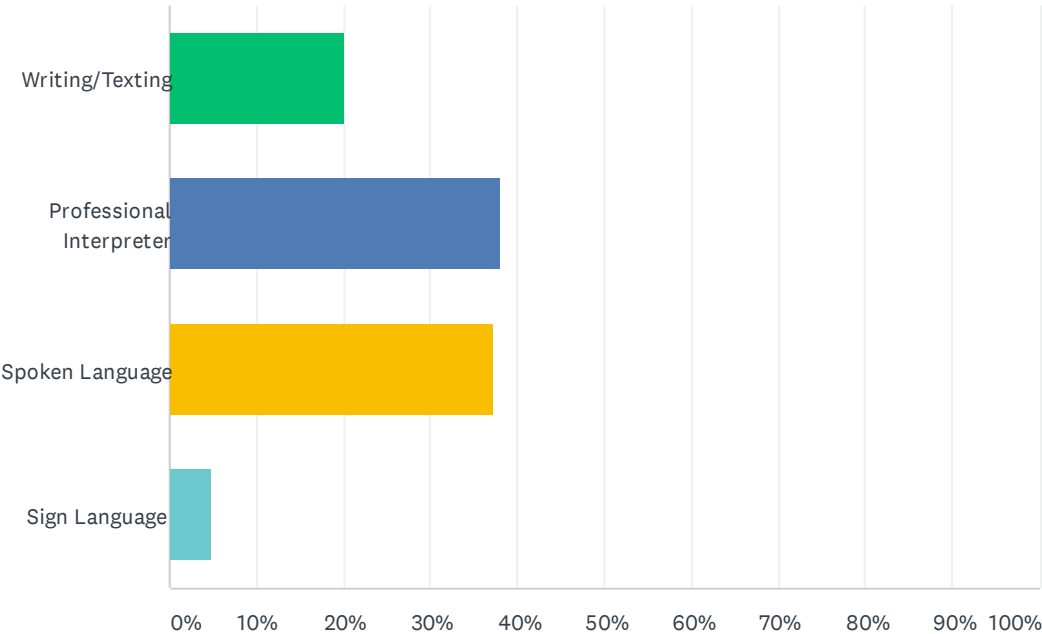
Answered: 105 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	9.52%	10
Very good	35.24%	37
Good	38.10%	40
Fair	14.29%	15
Poor	2.86%	3
TOTAL		105

Q45 How do you communicate with your doctor, nurse, or health professional that you see the most?

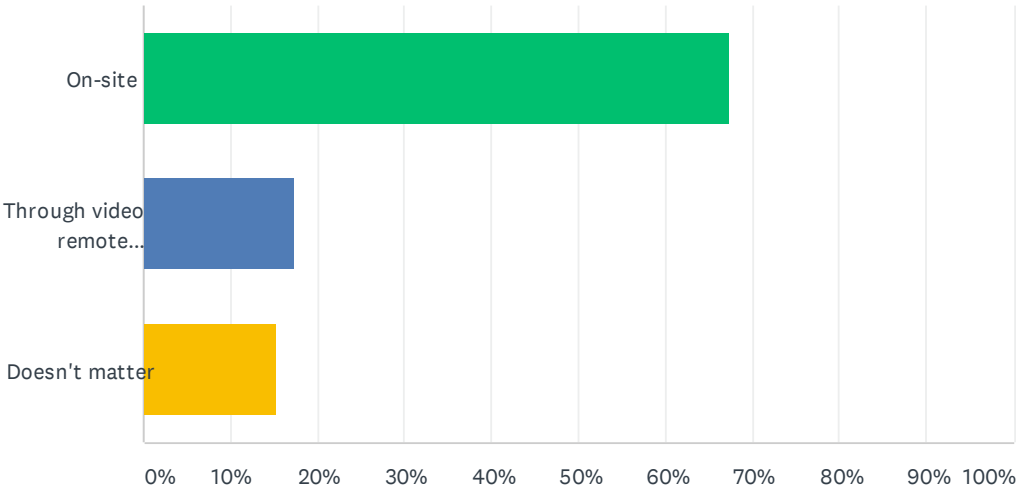
Answered: 105 Skipped: 0



ANSWER CHOICES	RESPONSES	
Writing/Texting	20.00%	21
Professional Interpreter	38.10%	40
Spoken Language	37.14%	39
Sign Language	4.76%	5
TOTAL		105

Q46 If you had to choose one, how do you prefer to use an interpreter in health settings?

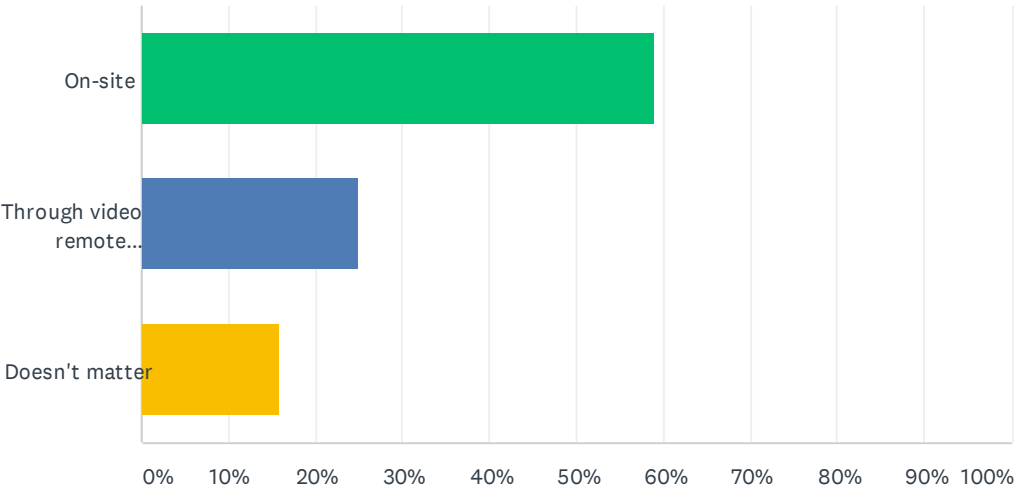
Answered: 46 Skipped: 59



ANSWER CHOICES		RESPONSES	
On-site		67.39%	31
Through video remote interpreting (VRI)		17.39%	8
Doesn't matter		15.22%	7
TOTAL			46

Q47 Most of the times, the interpreter was...

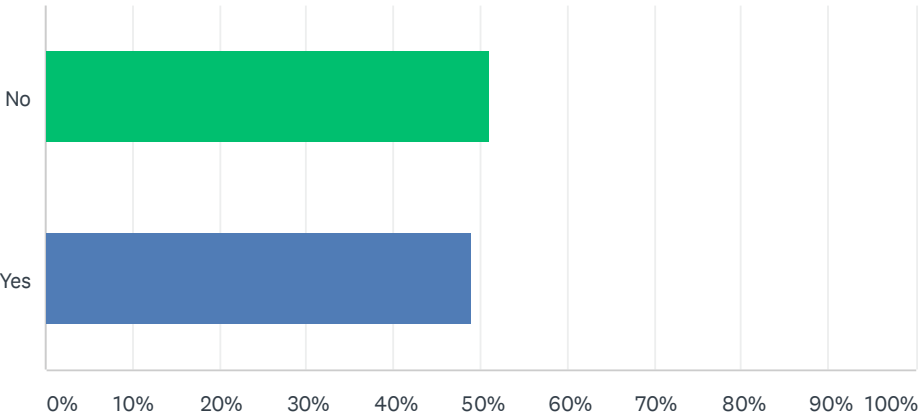
Answered: 44 Skipped: 61



ANSWER CHOICES	RESPONSES	
On-site	59.09%	26
Through video remote interpreting (VRI)	25.00%	11
Doesn't matter	15.91%	7
TOTAL		44

Q48 In the past 12 months, when getting care for a medical problem, was there a time when you had to wait until an interpreter arrives?

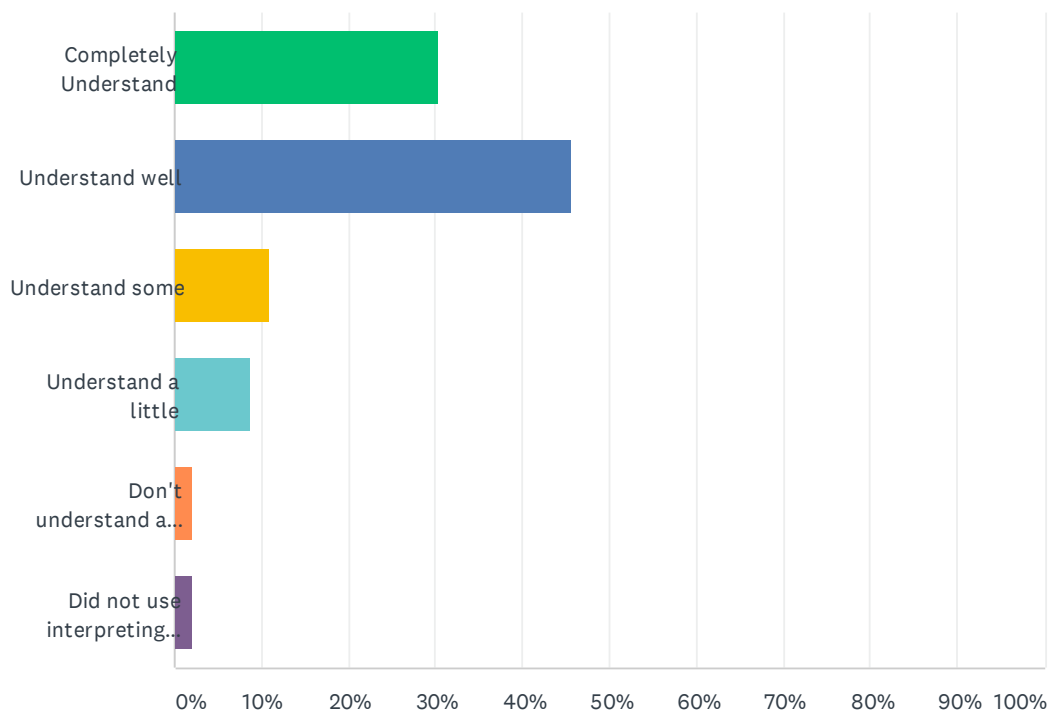
Answered: 45 Skipped: 60



ANSWER CHOICES	RESPONSES	
No	51.11%	23
Yes	48.89%	22
TOTAL		45

Q49 Overall, how well did the ASL interpreters at your health care appointments in the past 12 months understand you?

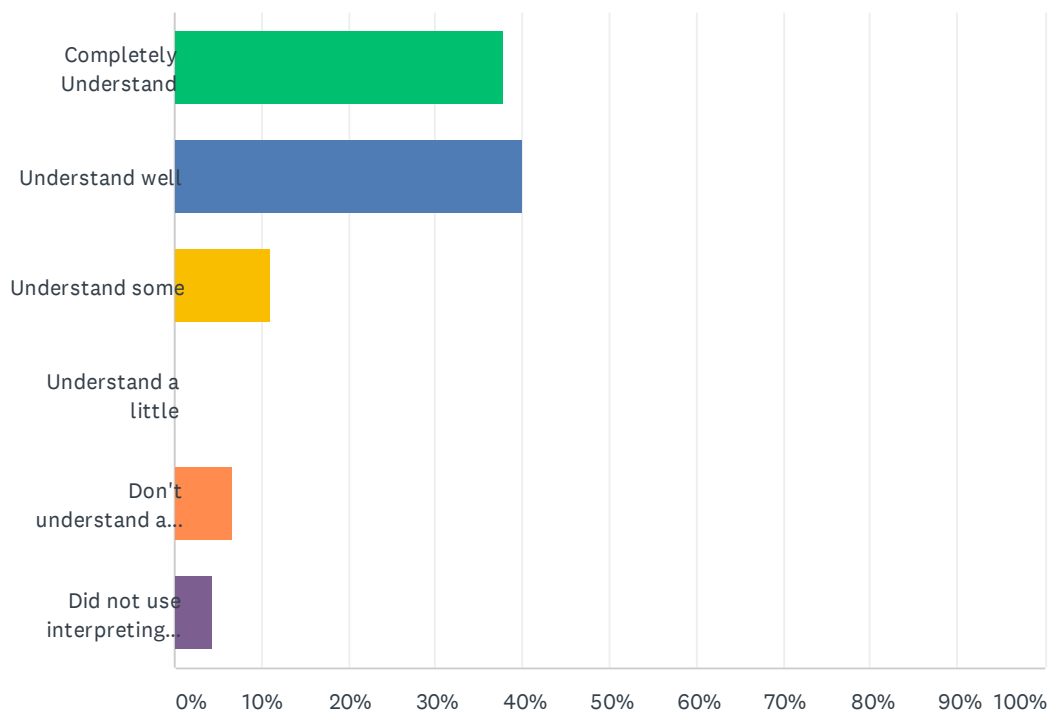
Answered: 46 Skipped: 59



ANSWER CHOICES	RESPONSES	
Completely Understand	30.43%	14
Understand well	45.65%	21
Understand some	10.87%	5
Understand a little	8.70%	4
Don't understand at all	2.17%	1
Did not use interpreting service	2.17%	1
TOTAL		46

Q50 Overall, how well did you understand your ASL interpreters at your health care appointments in the past 12 months?

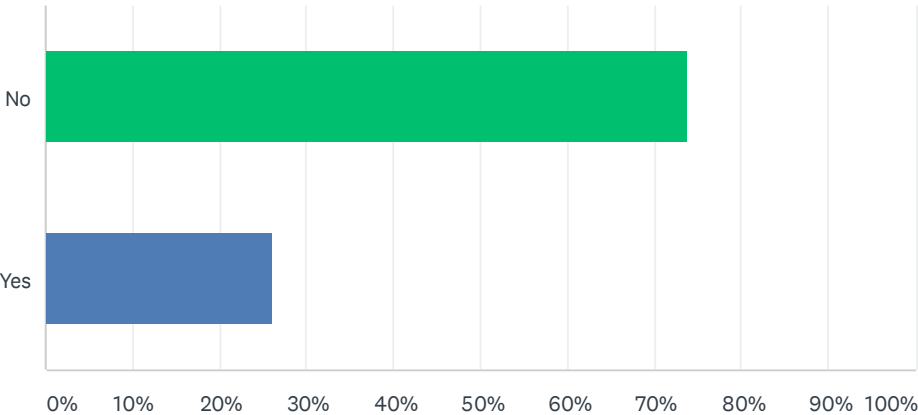
Answered: 45 Skipped: 60



ANSWER CHOICES	RESPONSES	
Completely Understand	37.78%	17
Understand well	40.00%	18
Understand some	11.11%	5
Understand a little	0.00%	0
Don't understand at all	6.67%	3
Did not use interpreting service	4.44%	2
TOTAL		45

Q51 Do you feel having an interpreter in the doctor's office will interfere with your disclosure of health information with the doctor?

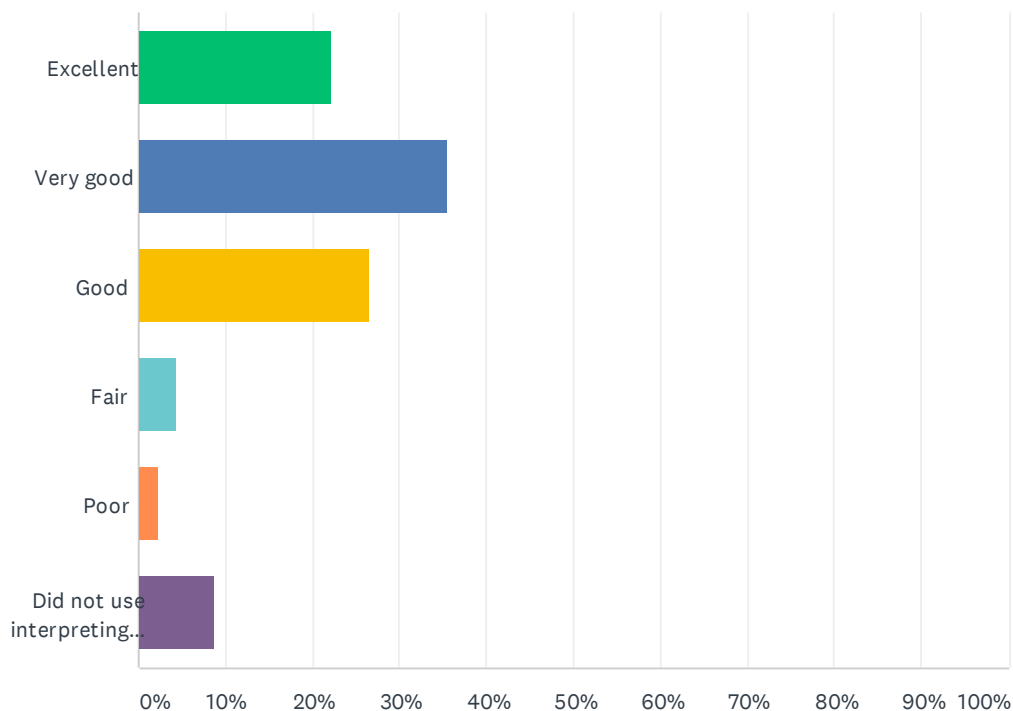
Answered: 46 Skipped: 59



ANSWER CHOICES		RESPONSES	
No		73.91%	34
Yes		26.09%	12
TOTAL			46

Q52 How would you rate the quality of interpreting services you received on site in health care settings in the past 12 months?

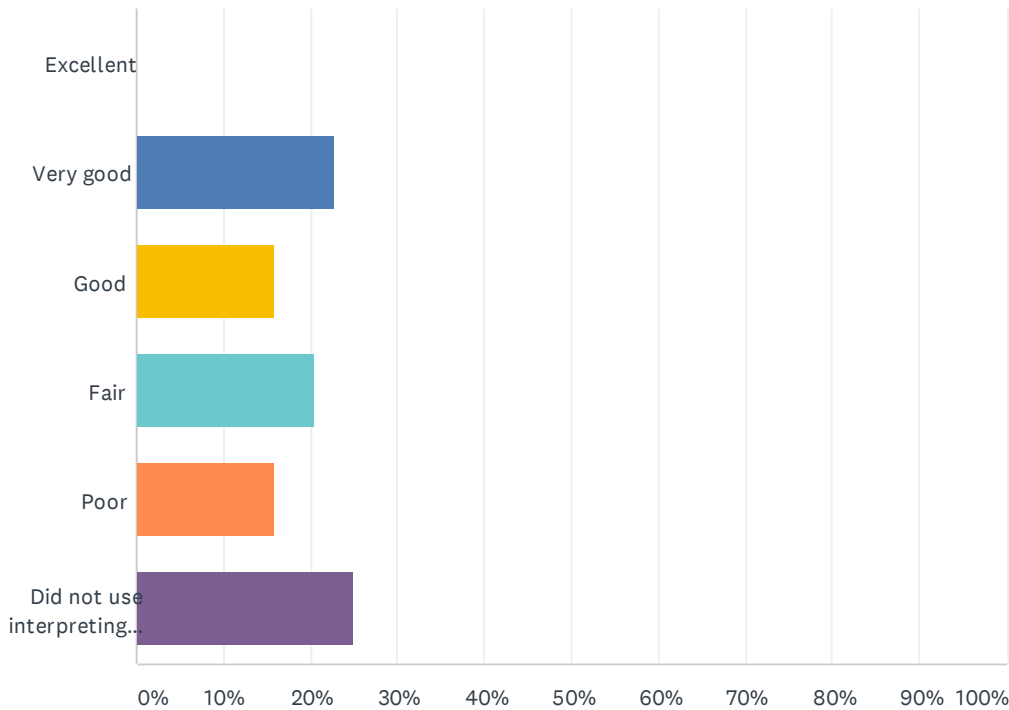
Answered: 45 Skipped: 60



ANSWER CHOICES	RESPONSES	
Excellent	22.22%	10
Very good	35.56%	16
Good	26.67%	12
Fair	4.44%	2
Poor	2.22%	1
Did not use interpreting service on site	8.89%	4
TOTAL		45

Q53 How would you rate the quality of VRI services you received in health care settings in the past 12 months?

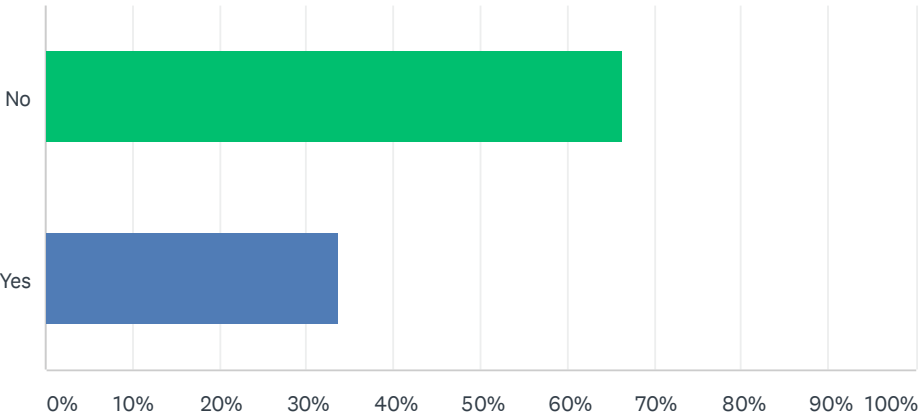
Answered: 44 Skipped: 61



ANSWER CHOICES	RESPONSES	
Excellent	0.00%	0
Very good	22.73%	10
Good	15.91%	7
Fair	20.45%	9
Poor	15.91%	7
Did not use interpreting service	25.00%	11
TOTAL		44

Q54 Do you feel having a VRI will interfere with your disclosure of health information with the doctor?

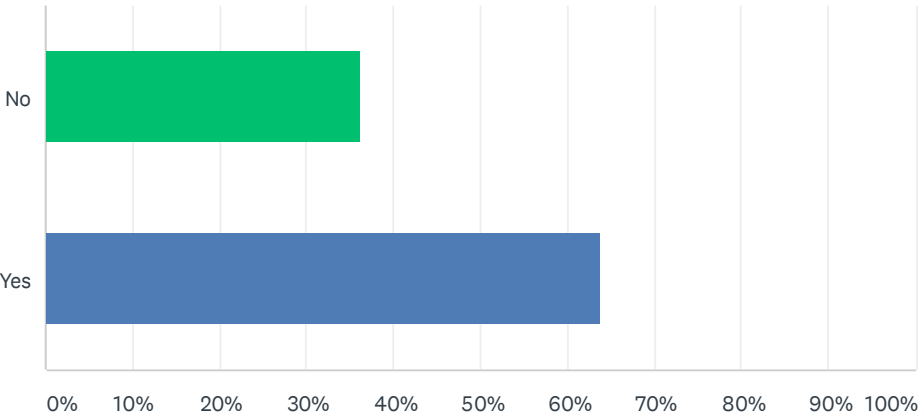
Answered: 89 Skipped: 16



ANSWER CHOICES	RESPONSES	
No	66.29%	59
Yes	33.71%	30
TOTAL		89

Q55 Have you used VRS to contact your doctor, health insurance or any medical service?

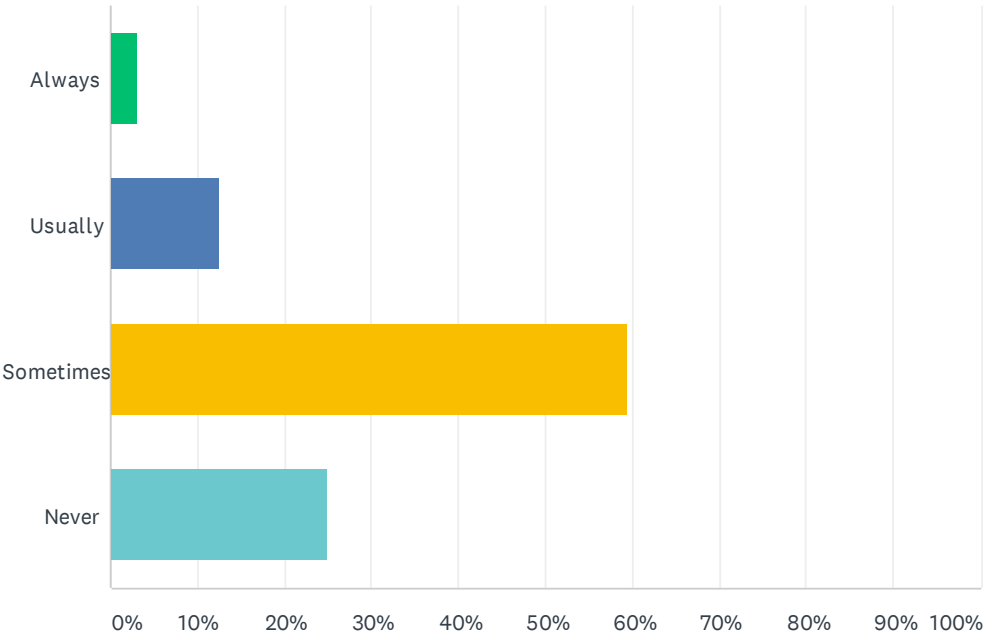
Answered: 102 Skipped: 3



ANSWER CHOICES	RESPONSES	
No	36.27%	37
Yes	63.73%	65
TOTAL		102

Q56 How often do you struggle or get frustrated when you used VRS to contact your doctor, health insurance or any medical service?

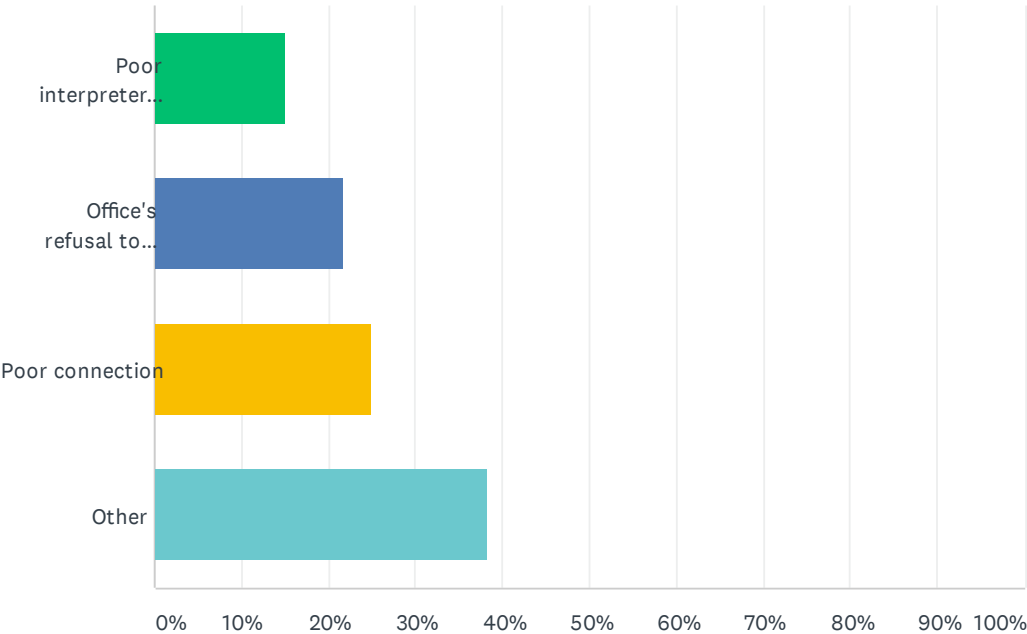
Answered: 64 Skipped: 41



ANSWER CHOICES	RESPONSES	
Always	3.13%	2
Usually	12.50%	8
Sometimes	59.38%	38
Never	25.00%	16
TOTAL		64

Q57 Please think about your most recent frustrating experience with using VRS to contact your doctor, health insurance or any medical service. What was the main reason for this frustration?

Answered: 60 Skipped: 45



ANSWER CHOICES	RESPONSES	
Poor interpreter quality	15.00%	9
Office's refusal to accept VRS calls	21.67%	13
Poor connection	25.00%	15
Other	38.33%	23
TOTAL		60

Q58 Please think about your most recent frustrating experience with using VRS to contact your doctor, health insurance or any medical service. What was the main reason for this frustration?

Answered: 8 Skipped: 97

#	RESPONSES	DATE
1	Female voice speaking for Male caller	3/2/2021 9:45 AM
2	Receptionist not being able to make an appointment and asking for call back number	3/2/2021 9:43 AM
3	It is always difficult to reach the right or specific person or department.	3/2/2021 9:27 AM
4	Long holding	3/2/2021 8:53 AM
5	ASL/English my second language	3/2/2021 7:40 AM
6	I left a couple of messages which required an immediate answer but never call back	3/1/2021 2:57 PM
7	Recording message	3/1/2021 2:47 PM
8	Lack of knowledge	3/1/2021 1:02 PM